

RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Gharaunda Fee Plaza of Panipat-Jalandhar (NH-44) Toll Road Project

Ref No. IHMCL/MLFF-Gharaunda/2025, Dated: 08.05.2025

E-tender Id: 2025_NHAI_234763_1

Date: 20.06.2025

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
1	70	Form-T:13 – Manufacturer's Authorization Form (MAF)	<p>The Bidder is required to submit the MAF for at least the following components:</p> <ul style="list-style-type: none"> i. RFID Reader & Antenna ii. ANPR Cameras iii. Audit Surveillance Camera iv. Detector-Lidar v. Detector-Radar 	<p>As per clause "(c) The type of equipment mentioned in the RFP are bare minimum. In case the solution designed by Bidder requires additional equipment (eg thermal camera etc) to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL." We understand that the MAF is also applicable for any additional equipment or solutions proposed by the bidder to meet the scope of work and SLA requirements.</p> <p>Hence, we request you to amend the clause as suggested below to broaden the scope for bidder participation, enabling them to meet the functional requirements and SLA obligations outlined in the RFP.</p> <p>The Bidder is required to submit the MAF for at least the following components:</p> <ul style="list-style-type: none"> i. RFID Reader & Antenna ii. ANPR Cameras iii. Audit Surveillance Camera iv. Detector-Lidar v. Detector-Radar vi. Thermal Camera 		As per RFP.
2	137	1 Standards and Specification of all MLFF Sub System	<p>(c) The type of equipment mentioned in the RFP are bare minimum. In case the solution designed by Bidder requires additional equipment (eg thermal camera etc) to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL.</p>	<p>Based on the mentioned clauses, we understand that the bidder is allowed to propose an alternative technical solution, such as LiDAR sensors or thermal sensor to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL.</p> <p>Kindly confirm whether our understanding is correct and whether such sensor-based solutions (LiDAR/Thermal) would be acceptable under the scope of the RFP.</p>		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.

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3	147	1 Standards and Specification of all MLFF Sub System	1.7 Detector-Radar 10. Refresh time : 24 MS	<p>Advance and latest 4D traffic radar systems currently used in traffic enforcement and monitoring applications operate optimally at refresh intervals of 24 ms, 50 ms, or 75 ms. These radars are capable of delivering accurate vehicle detection, speed measurement, vehicle count etc in full compliance with the required SLAs upto 300 mtr, with single 4D radar can cover upto 4~6 lanes.</p> <p>A refresh rate of 50–75 ms is sufficient for high-speed, real-time traffic monitoring and is widely adopted in certified radar solutions globally. Allowing this flexibility will enable broader OEM participation and encourage the adoption of advanced radar technologies without compromising system performance.</p> <p>Therefore, we request that the clause be amended to allow a refresh time of 24 ms / 50 ms / 75 ms, or better, based on the proposed solution's architecture.</p> <p>Kindly amend it as 1.7 Detector-Radar 10. Refresh time : 24 MS/50 MS/75 MS or better</p>		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
4	161	2. Functional Requirements of all MLFF Sub System	2.3 ANPR and Application 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>Considering the heterogeneous traffic conditions in India, embedded ANPR cameras have demonstrated reliable performance primarily under ideal or controlled environments. However, their effectiveness in real-world Indian highway and urban traffic scenarios, particularly in achieving a reading accuracy of up to 99.5% on standard number plates, remains unproven. We understand that bidder is permitted to propose either an embedded ANPR camera solution or a standalone ANPR software-based solution on top of standard cameras, as long as it meets the functional and technical requirements, as well as the overall scope of work and SLA.</p> <p>Kindly confirm if our understanding is correct.</p>		As per RFP.
5	162	2. Functional Requirements of all MLFF Sub System	2.3 ANPR and Application 9. The system support reading accuracy Upto 99.5% of standard number plate vehicles number plates which are visible by human eyes.	<p>We understand that the clause "reading accuracy up to 99.5%" applies specifically to standard number plates as defined under SO 6052(E) dated 06.12.2018, pertaining to the Motor Vehicles (High Security Registration Plates) Order, 2018.</p> <p>Kindly confirm if our understanding is correct.</p>		As per RFP.

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6	163	1 Standards and Specification of all MLFF Sub System	<p>2.4 IR Illuminator</p> <p>The light given off by the illuminator should be set to minimize potential distraction to motorists.</p> <p>a) High power, compact and lightweight b) Up to 75 Hz for traffic bursts and image sequences c) Infrared (invisible) d) Rugged IP66 enclosure e) Long life, low total cost of ownership</p>	<p>To ensure the safety of road users and prevent any visual distraction or harm to motorists, the IR illuminator shall comply with eye safety standards as per IEC 62471. This compliance is essential to ensure that the deployed IR illumination does not pose a risk to drivers, vehicle occupants, or maintenance personnel and adheres to globally accepted safety norms.</p> <p>We request you to amend the clause as suggested below to ensure that the IR illuminator does not pose any risk to drivers or cause distraction to motorists.</p> <p>The light given off by the illuminator should be set to minimize potential distraction to motorists. a) High power, compact and lightweight b) Up to 75 Hz for traffic bursts and image sequences c) Infrared (invisible) d) Rugged IP66 enclosure e) Long life, low total cost of ownership f) Eye safety standards as per IEC 62471.</p>		As per RFP.

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7	164	1 . Standards and Specification of all MLFF Sub System	2.6 Detector- LIDAR & RADAR a) 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. The output of the detectors should be to indicate the presence/ passage of vehicles and shall be used to trigger the MLFF system to generate counts, vehicle classification, and speed at each lane.	Reference Clause 1: (c) The type of equipment mentioned in the RFP are bare minimum. In case the solution designed by Bidder requires additional equipment (eg thermal camera etc) to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL. (Section: 1. Standards and Specifications of all MLFF Sub Systems, Page 137) Reference Clause 2: 2.6 Detector- LIDAR & RADAR : a) 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. The output of the detectors should be to indicate the presence/ passage of vehicles and shall be used to trigger the MLFF system to generate counts, vehicle classification, and speed at each lane." Based on the above clauses, we understand that the bidder is permitted to propose an alternative technical solution, such as thermal sensors in place of LiDAR sensors, for vehicle speed detection, counting, and classification, provided the proposed solution meets the functional requirements, as well as the defined Service Level Agreements (SLAs). Just to highlight below are key differentiators while considering optimum solution 1. Camera based technology is more viable and feasible in Indian scenario as traffic is heterogeneous as compare to		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
8	171	2.11 Indicative Minimum Bill of Quantity (BOQ):	3. Detector -Radar : Nos - 1 - Per lane	Advance and latest 4D traffic radar systems currently used in traffic enforcement and monitoring applications. These radars are capable of delivering accurate vehicle detection, speed measurement, vehicle count etc in full compliance with the required SLAs upto 300 mtr, with single 4D radar can cover upto 4~6 lanes. We understand bidder can propose radar count 1 - Per lane or as per solution.		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
9	171	2.11 Indicative Minimum Bill of Quantity (BOQ):	4. Detector – LiDAR - Nos - 1 - 1 for 02 lanes or as per solution	We understand bidder is can propose lidar/thermal camera sensor , As per technical specifications for thermal camera sensor are attached in annexure - A 4. Detector – LiDAR/Thermal Sensor - Nos - 1 - 1 for 01 lanes or as per solution		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.

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10	110	c) The Bidder shall develop:	MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza.	<p>Lane Marking Concern: Due to the layout of the current toll plaza, certain sections of the roadway are currently unmarked. Would it be possible to implement proper lane markings to enhance driving safety and ensure smoother traffic flow?</p> <p>Roadside Protection Facilities for MLFF Gantry: In addition to the lane marking requirements, the bidder proposes to install appropriate roadside protection measures to safeguard the MLFF gantry. Are there specific standards or regulations applicable to Indian highways for such protective installations—for example, reinforced concrete New Jersey barriers, metal guardrails, or PU flexible delineator posts?</p>		The Bidder shall coordinate with Authority for lane marking and traffic safety enhancements as required. For roadside protection of MLFF gantries, bidders shall follow applicable IRC guidelines and MoRTH standards.
11	123	f.	The Bank will be provided with space in the Toll Plaza building for setting up of MLFF Control Centre.	<p>Without affecting the existing toll plaza operations, is there available space within the current toll plaza premises that can be provided?</p> <p>Will IHMCL construct a new Control Centre or utilize space within an existing building?</p> <p>What is the planned handover date for the Control Centre?</p> <p>Can IHMCL provide the proposed layout of the Control Centre? The space should be sufficient to accommodate a power room, generator set, server rooms, and the O&M team, including areas for monitoring and validation.</p> <p>Are all bidders required to install new UPS and generator sets?</p>		<p>Bidders shall use the existing and proposed future facilities available at the toll plaza.</p> <p>Bidders can setup the control centre at remote location for support services like audit, validation etc. subject to approval of IHMCL.</p>
12	108	Index map of Project Highway	Index map of Project Highway	Without affecting the existing toll operations (a certain distance must be maintained), the selection of the gantry location may impact existing U-turn points and result in previously toll-exempt residents becoming subject to toll charges.		<p>Refer Corrigendum-3.</p> <p>The exact positioning of the gantries may be finalized by the Bank, in consultation with IHMCL, to optimize system performance and implementation feasibility.</p>
13	172	BOQ : B. Control Room Equipment	MLFF Local Server(HA mode) Qty.=2	Does it mean 2 servers for HA, or 4 servers as 2 sets of HA?		Qty 2 no. servers for HA mode. Additionally, the bidder may also choose MeitY empanelled cloud service provider for redundancy.
14	171	BOQ : B. Control Room Equipment	Redundant Internet Connectivity (1 Gbps) Qty.=2	Can you please clarify what is meant by 'Redundant Internet Connectivity (1 Gbps), Qty = 2'		Refer Corrigendum-3

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15	85	Go-Live	For avoidance of doubt, "Go-Live" shall be considered successful only after acceptance of SAT.	After the SAT is passed, how will the transition be carried out in terms of personnel, facilities, operations, and schedule? How long after the SAT will the system go live?		The transition to operations shall be seamless as per the roll out and operationalisation plan submitted by the bidder in consultation with NHAI & IHMCL.
16	86	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	Vehicle count accuracy	Since the gantry is required to be built within 200 meters of the toll plaza, during the Site Acceptance Test (SAT), if both the RFID readers and antennas on the gantry and the toll plaza are activated simultaneously, they may interfere with each other.		Refer Corrigendum-3. The exact positioning of the gantries may be finalized by the Bank, in consultation with IHMCL, to optimize system performance and implementation feasibility.
17	86	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	Vehicle classification accuracy	Does the classification rate include cross check with Vahan database?		As per RFP.
18	87	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	ANPR Camera Accuracy	Does the 99% refer to the system as a whole (i.e., either front or rear plate recognized counts), or to each individual camera? Plates that are not recognizable by the human eye should be excluded. Non-standard license plates (e.g. handwriting) should be excluded.		The 99% ANPR accuracy refers to the ANPR system's overall performance, considering recognition from either the front or rear license plate. Number plates that are "humanly not readable" shall be excluded from the total count used for accuracy calculation. A license plate shall be considered "humanly not readable" if its alphanumeric characters cannot be accurately identified by a person with normal vision under standard daylight or lighting conditions, due to factors such as physical damage, obstruction (e.g., mud, dust, stickers), tampering, or any deliberate alteration that renders the plate illegible to the naked eye.

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19	87	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	API integration with NPCI for ETC transaction processing	For the period of SAT, how is the integration testing with NPCI conducted before the launch of current toll plaza ETC or future MLFF? Does NPCI provide the testing environment.		Testing shall be conducted under UAT environment. Details shall be shared with successful bidder during implementation phase. Indicative process flow diagrams are already provided in the RFP.
20	171	BOQ – B. Control Room Equipment (Redundant Internet Connectivity)	Redundant Internet Connectivity (1 Gbps) Qty = 2 (OFC + Wireless)	Please confirm if this means (1) one link via OFC and one via wireless, or (2) two redundant links, each supporting both OFC and wireless fallback. Also, are there any minimum SLAs required for uptime?	Lack of clarity may affect cost estimation and provisioning.	Refer Corrigendum-3
21	128	10. Service Level Agreement	Penalty shall be calculated on a daily/weekly/monthly basis depending upon the SLA parameter...	Can IHMCL specify a cap on cumulative penalties (e.g., 10% of monthly invoices)? Are penalty disputes appealable or subject to arbitration under the Contract Agreement?	Helps protect bidder from open-ended financial liability.	As per RFP.
22	24	4.1 Site Visit	Bidders shall not hold the Authority responsible or liable for inconsistencies between Contract Agreement and actual site conditions.	Will IHMCL consider issuing a site visit certificate confirming baseline status and utilities available to avoid later disputes on readiness of infrastructure?	Helps mitigate liability due to lack of access or civil preparation delays.	As per RFP.
23	19, 20, & 21	3,1 Pre-Qualification Criteria	Cancelled RFPs PQ-3: Relevant Work Experience of Sub-Contractor (SI) The Sub-Contractor (SI) should have successfully implemented Multi- Lane Free Flow tolling systems using RFID/ANPR/DSRC/GNSS, or any combination of these technologies, 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.	<p>The PQ-3 requirement from the prior version of the RFP for SI eligibility—which mandated prior implementation of MLFF experience using RFID/ANPR/DSRC/GNSS over a minimum of 200 kilometers of toll roads—has been removed. While IHMCL may have removed this requirement to encourage broader participation, we respectfully request that IHMCL consider reintroducing a pre-qualification criterion for System Integrators (SIs) to demonstrate experience in designing, implementing, maintaining, and operating MLFF roadside tolling systems for at least five years.</p> <p>Reintroducing this criterion, or a similar one, would benefit IHMCL by providing a clearer understanding of the SI's qualifications, experience, and proven track record in successfully delivering MLFF User Fee Collection Systems to agencies with comparable programs. Additionally, this approach would result in a more qualified pool of Acquirer Bank/SI teams, ensuring the project's success with minimal risk from inception to completion. It would also help IHMCL achieve its objective of facilitating seamless and cashless toll payments, reducing congestion, and enhancing the overall driving experience on highways.</p>		As per RFP.

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24	16	1.2 Key Dates	<p>#4) Last date/ time for online submission of bids (i.e., Bid due date)</p> <p>Choryasu & Gharanuda: June 3, 2025</p> <p>Nemili & UERII: June 10, 2025</p>	<p>We have raised several critical questions that could significantly impact our submission. It is vital to receive IHMCL's responses and confirmations on these points before we can proceed with preparing and submitting our bid. Considering this, we kindly request that IHMCL extend the deadlines by four weeks following the publication of their responses on their website.</p> <p>Additionally, we are required to address four RFPs with due dates one week apart. While we acknowledge that these RFPs may have overlapping requirements, each must be meticulously prepared, priced, and submitted individually.</p> <p>The requested additional time is crucial for incorporating clarifications and updates from the pre-bid meeting once they are posted online. This will ensure the preparation of a response that not only fulfills but exceeds IHMCL's expectations.</p>		Refer Corrigendum-3
25	24	4.2 Pre-Bid Meeting	The section in its entirety. General Question	We respectfully request IHMC record the Bidder questions and IHMCL responses in writing and provide these on tenders@ihmcl.com.		No query asked.
26	137	Schedule C - Standards & Specifications / 1.1 RFID Reader - IP Rating	IP Rating - #15: Parameter: IP Rating Minimum Specifications: IP67	RFP minimum specifications for the RFID reader call for an IP67 rating, which requires the device to remain fully submerged in 5 meters of water. Considering that the gantries are approximately 5 meters above the road, we question the necessity of this requirement. We believe that an IP66 rating, which is sufficient to withstand driving rain during monsoon conditions, would be more appropriate. Notably, the IR illuminators, which are at the same height and equally exposed, have an IP66 rating. We kindly request that you consider revising this minimum specification to IP66.		Refer Corrigendum-3

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27	137 138 140 142	Schedule C - Standards & Specifications	<p>Preferred OEMs</p> <p>Table 1.1 RFID Reader / #12 Preferred OEMs / Min Specs: SSI, Tag Master, Kathrein, Zebra</p> <p>Table 1.2 RFID Antenna / #16 Preferred OEMs / Min Specs: SSI, Tag Master, Kathrein, Zebra</p> <p>Table 1.3 Audit Surveillance Cameras / #21 Preferred OEMs / Min Specs: Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile, BOSCH</p> <p>Table 1.4 ANPR / #r / Preferred OEMs / Min Specs: Pelco/Avigilon, Axis, Vivotek, FETCI, BOSCH, Tattile</p>	<p>The change in preferred suppliers for OEM equipment, specifically the omission of "or equivalent" from earlier RFPs, has been noted. Limiting preferred suppliers to a specific list restricts the choices available to the Authority. This raises questions regarding the fairness of the evaluation process, as it may imply that the Authority has already made a decision. Such an approach could discourage other reputable and experienced suppliers from participating in the bidding process.</p> <p>Additionally, it is worth noting that some of the nominated preferred RFID and camera suppliers have primarily provided products for slow-speed, stop-and-go, demarcated lanes, and barrier applications. These suppliers may not have extensive experience in MLFF plaza projects involving high-density, high-speed traffic. Furthermore, some of the preferred suppliers manufacture their products in China. Goods from China would not be available to all vendors due to exclusive relationships and possible import restrictions. Restricting the selection to specific preferred suppliers poses potential risks to performance, which could have implications for the Banks and the Authority in choosing a solution that is truly fit for purpose.</p> <p>We respectfully request that the Authority consider retracting this statement of preference in the RFPs. With the detailed specifications provided for each critical piece of equipment, it would be more appropriate to allow bidders the flexibility to choose equipment that meets the specifications rather than being restricted to certain OEMs</p>		Refer Corrigendum-3

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28	29	6.1 (2) (i) (b) First Stage: Pre-Qualification/ Eligibility Stage	The Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information must be supplied within the set-out time frame as provided by the Evaluation Committee; otherwise, Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the proposal is liable to be rejected. Seeking clarification cannot be treated as acceptance of the proposal. For verification of information submitted by the bidders, the committee may visit the bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples, and reference information as desired by the Committee. The bidders shall also assist the committee in obtaining relevant information from their references.	To reduce the risk of selection errors and to enable IHMCL to thoroughly evaluate the SI's solution while mitigating performance risks, would IHMCL consider requiring the bidder to provide their solution through no-cost, no-commitment trials, or live demonstrations as part of the technical evaluation process?		As per RFP.
29	30	6.1 (2) (ii) (b) Second Stage: Financial Bid Evaluation	The Financial Bid Evaluation will be based on the lowest revenue share demanded by the bidder in the Financial Bid Form F-1.	<p>This is the first implementation of MLFF across the country, with four projects occurring at the same time. In the event a single Bank is selected as the lowest bidder (L1) for all projects, it could pose significant risks to IHMCL.</p> <p>These risks include potential challenges in managing the simultaneous performance of multiple projects and the likelihood of all projects being subject to the same technical solution risks, as the Bank may employ the same system integrator (SI) for all undertakings.</p> <p>We respectfully request that IHMCL consider revising the final selection criteria to mitigate these risks effectively.</p>		As per RFP.

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30	165	Schedule C - Standards & Specifications - 2.9 (1) MLFF Application SoftwareThe application shall be deployed at two key locations: the Gantry/Lanes and the Control Center (CC).....	<p>Neology fully acknowledges the critical importance of the MLFF Application and is committed to meeting the SLA requirement of 99.9% availability for the Control Center and MLFF system. To ensure and even surpass such high availability—crucial to prevent the loss of transactions or events—we recommend hosting the Control Center and other backend MLFF processing systems (excluding those on the gantry) in a cloud environment. This approach provides the necessary redundancy, scalability, and reliability.</p> <p>We note that earlier RFP versions of the requirements for cloud-based computing have been removed. Please confirm whether the use of a cloud—provided it is a MeitY-empaneled cloud provider, with both the cloud and data stored within India—is acceptable to IHMCL as an alternative to on-premises equipment at the Control Center.</p>		The Bill of Quantities (BOQ) provided in the RFP outlines the minimum requirements. Bidders may additionally propose a redundant MeitY-empaneled cloud-based infrastructure—ensuring data residency in India—as part of their solution architecture, provided it meets all functional, availability, and security requirements outlined in the RFP.
31	108 109	<p>Schedule A: Site of the Project / 1.1.2 Appendix A-1 Index map of Project Highway</p> <p>Schedule B: Scope / 1.a Development of MLFF based tolling facility / (vi)</p>	<p>"See map in Section 1.1.2 Appendix A-1</p> <p>The successful bidder/bank must implement and commence the MLFF system services without disrupting ongoing toll operations or causing any revenue loss to the toll collection agency until the MLFF system goes live."</p>	<p>To ensure smooth traffic flow through the new MLFF gantries without excessive lane changes or convergence of vehicles from multiple lanes into fewer lanes, would IHMCL consider allowing the repositioning of the median and the addition of lane stripings before, under, and beyond each gantry?</p> <p>Maintaining defined, straight, and consistent lanes throughout the MLFF zones—without altering median positions—could optimize the advantages of the MLFF system from both traffic management and revenue perspectives.</p>		As per RFP.
32	108 109	<p>Schedule A: Site of the Project / 1.1.2 Appendix A-1 Index map of Project Highway</p> <p>Schedule B: Scope / 1.a Development of MLFF based tolling facility / (vi)</p>	<p>The successful bidder/bank must implement and commence the MLFF system services without disrupting ongoing toll operations or causing any revenue loss to the toll collection agency until the MLFF system goes live.</p>	<p>Barriers between lanes, as well as the expansion and contraction in the number of lanes, may significantly hinder traffic flow and pose risks to the efficiency of any MLFF toll system.</p> <p>Question a) Is IHMCL considering plans to remove the existing manual toll collection infrastructure from the roads?</p> <p>Question b) If so, when?</p>		As per RFP.
33	128	Schedule - B 12: SLA Table - Implementation Phase	<p>"Parameter: Supply, Installation, Testing and Commissioning (Go Live)</p> <p>Timeline: 05 months from the date of signing of the Contract Agreement."</p>	<p>A five-month timeline for a project that includes design, fabrication, and supporting civil construction work for new gantries, along with system implementation efforts, presents significant risks to the overall success of the project.</p> <p>Would IHMCL be open to considering a longer implementation schedule to mitigate these risks?</p>		As per RFP.

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34	146	Schedule - C - 1.7 Detector - Radar	General question regarding requirement for a Detector Radar in addition to a Detector LiDAR.	<p>Upon review of the RFP document, it appears there is no explicit requirement for overspeed detection or speed enforcement functionalities, such as display-based alerts or issuance of e-challans. It is understood that these functions are managed by the Advanced Traffic Management System (ATMS) already deployed on the relevant roadways.</p> <p>Can the proposed solution be considered compliant if it performs all Electronic Toll Collection (ETC) functions—including FASTag reading, ANPR image capture, and audit surveillance—at the required operational speeds without relying on a Detector Radar?</p> <p>We respectfully request that the inclusion of Detector Radar be considered optional, allowing flexibility for systems that do not require it to meet the functional requirements outlined in the RFP</p>		As per RFP.
35	161 144	Schedule C.2.3 / ANPR and Application Schedule C 1.5 / IR Illuminator	<p>"System Parameter Table #6: The system can capture vehicle color and label them as per predefined list of configured system colors. System allows option to search combination if vehicle color with vehicle registration number plate.</p> <p>Parameter #1 Illumination Source / Minimum Specs: High Power IR without any visual distractions to the road user"</p>	<p>External ANPR illumination is restricted to IR lighting only. In the functional requirements for ANPR (page 161), it specifies that the system must capture vehicle color.</p> <p>Would IHMCL permit visible light illumination at night to enable color capture?</p>		As per RFP.
36	20	3.1 Pre-Qualification Criteria / PQ-2 Eligibility of Sub-Contractor (SI)	iii. The Bidder shall ensure that the Sub-Contractor/SI engaged by them is under an exclusive MOU with the acquirer bank and is not associated as Sub-Contractor/SI with any other. Bidder participating in the same tender. For avoidance of doubt, if two or more bids is received having same Sub-Contractor/SI, all such bids shall be treated as non-responsive.	We understand that this arrangement applies to a single project and not across multiple projects. For instance, a systems integrator (SI) can collaborate with one bank for one project but may work with a different bank on another project. Please confirm		The understanding is correct.
37	23	3.2 Conflict of Interest	b)The successful bidder shall not accept or engage in any assignment that would conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of IHMCL.....	We respectfully request that the Authority clarify/elaborate this statement.		As per RFP.
38	81	1.2.6 Scope of Work	4. Cleanliness and Maintenance of Control Center, Plaza Building, Toilets, and Surrounding Areas: The Bidder is responsible for maintaining cleanliness and upkeep of the Control Center, Plaza Building, toilets, and surrounding areas for the entire contract duration.....	Please define/specify surrounding areas to include the size of the areas.		As per RFP.

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39	81	1.2.6 Scope of Work / 7 Electricity Power Management	a) 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 the Contract. The raw power will be supplied by NHAI.	Please clarify that the Bidder shall be responsible for power arrangement to the equipment related to: MLFF Field Equipment Existing Plaza Equipment		As per RFP.
40	81	1.2.6 Scope of Work / 7 Electricity Power Management	a) 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 the Contract. The raw power will be supplied by NHAI.	Question a) Please confirm that the raw power will be supplied and paid for by NHAI. Question b) Please specify the scope for the bidder of MLFF.		As per RFP.
41	84	1.2.15 Time Schedule	#5 "Go-Live" of MLFF system, subject to successful completion of SAT" / Time Period: 5 months.	We respectfully request that the Go-Live date be considered from the system's commissioning date rather than the SAT, as collections will begin upon commissioning, which may face delays beyond the bidder's control.		As per RFP.

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42	86	1.2.15.3 Parameters to be checked during SAT	#3 ANPR Camera Accuracy / Requirement: The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit.	We respectfully request that "provided the number plates are readable by the naked eye" be added to this clause.		<p>The 99% ANPR accuracy refers to the ANPR system's overall performance, considering recognition from either the front or rear license plate. Number plates that are "humanly not readable" shall be excluded from the total count used for accuracy calculation.</p> <p>A license plate shall be considered "humanly not readable" if its alphanumeric characters cannot be accurately identified by a person with normal vision under standard daylight or lighting conditions, due to factors such as physical damage, obstruction (e.g., mud, dust, stickers), tampering, or any deliberate alteration that renders the plate illegible to the naked eye.</p>
43	90	1.2.17 Payments	b) Under no circumstances shall the percentage revenue share quoted by the Bidder be revised upwards, even if there is an increase in any tax, statutory, or financial liability of the Bidder that was not in existence or prevalent at the time of bid submission	The Bidder's offer considers the current prevailing tax rates. We kindly request the Authority revise this clause to state: "Any increase in the prevailing tax rate shall be accounted for by adjusting the Bidder's percentage revenue share accordingly."		As per RFP.
44	92	1.2.20 Change of Scope	b) Variation in number of MLFF gantry location with respect to those mentioned in the Schedule-B. For avoidance of doubt, any variation in quantity(ies) of equipment, support system, OFC, Civil/Mechanical Works, Software/Hardware etc. of MLFF Components whose locations are mentioned in Schedule-B, or any software/App upgradation works mentioned in Schedule-C shall not constitute any Change of Scope.	<p>If a bidder incurs additional capital expenditure (CAPEX) due to the installation of a gantry not specified in the Schedule B location, it will fall outside the defined scope. In such cases, to ensure the bidder is fairly reimbursed for the unexpected costs related to the extra CAPEX, we kindly request the following considerations:</p> <p>The Authority treat this as a Scope change, AND</p> <p>Adjust the revenue share percentage accordingly.</p>		As per RFP.
45	102	1.2.36 (a) Handing Over and Taking Over	a) After the expiration of the Maintenance Period stipulated in the Contract Agreement and any extensions thereof, the Bidder shall hand over the gantries in a good, workable, and painted condition as per the conditions outlined in the RFP.	Please confirm that ownership of the entire equipment will be transferred to the Authority at the conclusion of the contract.		As per RFP.

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46	112	Schedule B Scope / 2. Operations & Maintenance of the MLFF based Tolling System / 4. Performance Monitoring	d) STQC and CERT-In Certification: The Bidder shall be required to carry out STQC certification of its MLFF software within 6 months from the date of completion SAT. Further the Bidder shall be required to conduct CERT-In certification of its MLFF software every year post Go-Live of the MLFF.	Obtaining STQC certifications generally requires a full year to complete. Therefore, we respectfully request the Authority to amend the requirement to state: "The Bidder shall be required to carry out STQC certification of its MLFF software within 12 months from the date of completion SAT."		As per RFP.
47	128	10. Service Level Agreement / SLA Table / Implementation Phase	"#1) Supply, Installation, Testing and Commissioning, (Go-Live) Timelines: 05 months from the date of signing of the Contract Agreement Basis of Measurement: Signing of Contract Agreement Penalties:The maximum penalty during development and installation shall not be more than Rs. 1 Cr. Furthermore, IHMCL may terminate the contract."	Please confirm the maximum penalty during the O&M period.		As per RFP.
48	171	2.11 Indicative Minimum Bill of Quantity (BOQ) / Development Phase #7	#7 Redundant Internet Connectivity (1 Gbps)	Please clarify whether this setup consists of one optical fiber link and one wireless link serving as redundancy for each other.		Refer Corrigendum-3
49	86	"1.2.16.3 Parameters to be checked during Site Acceptance Testing (SAT) / Table #2	"#2 Vehicle Classification Accuracy Evaluation of the MLFF system's ability to correctly classify all tollable vehicles passing through the gantry as per the vehicle classification norms defined in the RFP under clause Schedule B, Clause 10, SL no. 8. The classification of the vehicles shall be as per NH Fee (Determination of Rates and Collection) Rules, 2008 shall be taken into consideration for the evaluation of this requirements, which is as below: The vehicle classification accuracy shall be validated through the TMS report of the plaza. IHMCL may also validate the same with an independent system.	The AVC system may face challenges in accurately classifying vehicles based on AXLE measurements, as the AXLE sensors are not being used in accordance with the RFP. Please provide clarification.		As per RFP.

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50	110 171	Schedule B – Scope / B. 1.c Control Center Schedule C - Standards & Specs / 2.11 Indicative Minimum BOQ / Control Room Equipment	MLFF based sensors / smart devices on field and integrating, analyzing data shall be received from these field devices / sensors at a Control Center (CC)..... ii. CC shall have 3 major functional areas namely Command and control with monitoring, manual validation and audit of transactions with low accuracy and generation of cases for issuance of e-Notice to toll violators with all data and evidence. That section in its entirety.	We understand that IHMCL requires both manpower and critical CC equipment, including servers and video monitoring systems, to be stationed at the Control Centre, which we assume will be located within the existing Plaza Buildings. However, we observed that, for some publicly funded plazas, either there are no Plaza Buildings or the current ones are temporary structures such as containers. We respectfully request IHMCL to clarify whether it intends to construct new buildings where none currently exist or to renovate and make suitable those locations with inadequate facilities, bearing the costs of such modifications and ensuring they are available to the bidder in time to meet the proposed schedule.		Bidders shall use the existing and proposed future facilities available at the toll plaza. Bidders can setup the control centre at remote location for support services like audit, validation etc. subject to approval of IHMCL.
51	83 & 84	1.2.12. Duration and Extension of Contract	The term of this Contract Agreement shall be 5 months for design, development & implementation of the MLFF system	Both statements are contradictory in terms of the timeline. In section 1.2.12, it mentions 5 months for design and development, while in section 1.2.16, it states 4 months. Believe that design, development, and SAT testing should be completed within 5 months.		SAT is considered an integral part of the implementation phase.
52	88	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	6) Confirmation that e-Notices are generated, dispatched, tracked, and archived appropriately as per defined business rules	Hope this scope is under the NIC system as part of e-notice dispatch and archival.		As per RFP.
53	109	Schedule – B 1. Development of the MLFF based tolling facility. a) About the MLFF based Tolling Project	vi. The bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system	Please confirm how much historical data should be migrated from the old system to the new system, and which categories of data should be included in the migration		Migration refers to migration of toll transaction data. Details shall be shared with successful bidder during implementation phase.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
54	111	2. Operations & Maintenance of the MLFF based Tolling System (Refer detailed roles and responsibilities in Section 8 below)	a) Operations Activities --> 2. Customer Support : iii. Assistance in payment of e-Notice payments	Please confirm the type of assistance the MLFF system is expected to provide for e-Notice payments, as e-Notices are managed at NIC system.		As per RFP.
55	119	7. E-Notice Module	2. Tag transaction flow by MLFF entity / Acquirer Bank	For violation cases of un registered/hotlist/blacklist/Closed, how acquirer can notify the e-notice to NPCI vise versa. Is it a API communication or file based communication. Please confirm and provide the specifications		As per RFP.
56	119	7. E-Notice Module	2. Tag transaction flow by MLFF entity / Acquirer Bank	For the vehicles which are having temporary reg number (newly purchased vehicles), will not able to fetch the VRN or Chasis number from NPCI. As per the flow provided, it has to be fetched from VAHAN with Chasis number. In this scenario, it is not possible to fetch details from VAHAN as chasis number is not available with transaction.		As per prevailing regulations, all newly purchased vehicles under 'M' and 'N' categories are mandated to be fitted with a FASTag at the time of sale. Accordingly, tag can be read and processed through NETC.
57	119	7. E-Notice Module	2. Tag transaction flow by MLFF entity / Acquirer Bank	For the vehicles which are having mulitle closed tags, which bank tag details will be consider by NPCI to notify the issuer.		As per existing NETC guidelines and circulars issued by IHMCL.
58	119	7. E-Notice Module	2. Tag transaction flow by MLFF entity / Acquirer Bank	As there is possibility that Tag/VRN can be removed from blacklist status (05) by banks. According to this, vehicle user shall be provided a window of 24 hrs post crossing the MLFF fee plaza and then raise the e-Notice E-notice to NPCI within next 24 hrs. Please checka and confirm.		As per RFP.
59	121	7. E-Notice Module	Note: E-Notice Issuance Timelines	Incasse acquirer is unable to generate E-notices whithin next 24 hours,raising e-Notice later, will that be declined by NPCI ?		Refer Corrigendum-3
60	121	4. Process flow for Grievance Mechanism:	MLFF entity/ Acquirer review and verify the NIC portal	Is NIC portal access will be provided to MLFF/Acquirer system?		Yes, as per the defined business rules.
61	121	4. Process flow for Grievance Mechanism:	MLFF entity/ Acquirer review and verify the NIC portal	1. What is the further process if the vehicle owner details are 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.
62	122	i. E-Notice Issuance Timelines:	iv. 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).	What is settlement process flow for e-notice payments between NIC, NPCI and MLFF system? Please provide the specifications also.		As per RFP.
63	141	1.4 Automatic Number Plate Recognition Systems	The Camera should have feature and functionalities to capture number plate and video	How many no of images should be maintain for each vehicle transaction?		Minimum two - front and back image of the vehicles clearly depicting the number plate.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
64	163	2.9 MLFF Application Software	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).	1. Request you to provide the pupose of integrating MLFF with VAHAN of NIC. 2. Is Vahan system is the existing NETC Vahan system which is providing by NPCI OR it will be new. 3. Does IHMCL provides access to Vahan System? 4. Provide the speicifications for VAHAN integration.		As per RFP.
65	113	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.		As per NHAI standards for display of user fees.
66	110	Schedule B 1 .c	c) The Bidder shall develop: MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza. Note: i. The bidder shall be required to submit detailed design drawings including design calculations of gantries which 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 implemenation period ?		As per RFP.
67	136	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	The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
68	136	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.	The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.

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69	138	Specification of all MLFF Sub System 1.2 RFID Antenna:	2) Gain 10 dBi \pm 1 dB	Will 10dBi gain not be very low power equipment ? What is the requirement of beamwidth ?	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 <30Degrees Wider vertical beamwidth for accommodating varied vehicle heights.	The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
70	145	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	As per RFP.
71	72	F-2: Format for Equipment Cost break up	Control Center Equipment - Storage (minimum 125 TB)	Does this storage need to be in in Control Center or can it be in cloud?		As per RFP.

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72	86	ANPR Camera Accuracy	The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit.	99% requirement on ANPR test vehicles or all real world traffic? Are vehicles with broken/missing plates excluded?		<p>The 99% ANPR accuracy refers to the ANPR system's overall performance, considering recognition from either the front or rear license plate. Number plates that are "humanly not readable" shall be excluded from the total count used for accuracy calculation.</p> <p>A license plate shall be considered "humanly not readable" if its alphanumeric characters cannot be accurately identified by a person with normal vision under standard daylight or lighting conditions, due to factors such as physical damage, obstruction (e.g., mud, dust, stickers), tampering, or any deliberate alteration that renders the plate illegible to the naked eye.</p>
73	144	1.5 IR Illuminator	Power Either POE+ or 24V DC or compatible	24vDC - only? Are we allowed higher/lower voltages? PoE+		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
74			GENERIC	What is an acceptable "tamper proof image format"? NFT?		As per RFP.
75	155	1.14 Edge Level Switch	12 Power Supply Inbuilt Dual Power Supply In built Dual Fan	Edge switch requirements and 'industrial' switches The RFP requires fans. Typically, we don't use fans in edge enclosures due to dust and moisture sealing. Is this an absolute requirement or is it just a guideline		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.

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76	86	1.2.16.3 (3)	ANPR Camera Accuracy: The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit.	Non-standard number plates or the dirty number plates may require manual validation to identify the VRN. In that case, it is difficult to meet 99% accuracy without manual validation.		As per RFP. Non-standard number plates shall be subject to audit and manual validation. The ANPR solution is expected to leverage AI/ML capabilities to adapt and improve recognition accuracy over time, thereby enhancing future readings and minimizing manual intervention.
77	136 and 141	Schedule-C.1	Standards and Specification of all MLFF Sub System	Why RFID reader speed and ANPR speed limit is different? (100 kmph vs 150kmph)		As per RFP. The specified speed rating requirements for each equipment type have been defined to ensure optimal performance of the MLFF system, based on prevailing industry standards and capabilities of available solutions. These specifications are aligned to achieve reliable, synchronized operation across all MLFF components. Additionally, the specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.

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78	19	3.1	PRE-QUALIFICATION CRITERIA - Contractor (SI) : Eligibility	<p>MLFF work experience criteria has been removed, this will invite participation from SI with no MLFF experience. Since these are non-core services for banks, few of bidders may not be able to assess complete risk and may choose to work with non-experienced SI to present competitive bid. this approach will increase risk of project failure. This failure may delay overall adoption of MLFF project by 12-18 months across India. This will also limit participation from Global SIs, we have received confirmation from Few SIs already.</p> <p>Pre-qualification for subcontractor doesn't make this tender more risky for banks in the below manner: -</p> <p>a. There are more than 30+ Banks in India who are eligible however there are only 8-9 MLFF Contractors having experience in MLFF worldwide.</p> <p>b. Banks have no right to go with any Subcontractor who is good enough in MLFF and they must choose only one - It will be like first come first serve basis.</p> <p>c. In this case you are somewhere trying to say that either only 7-8 banks should come or if all wants to come then they should come with non MLFF players and risk their credibility for such a small project (when compared to the quantum of business they do)</p> <p>d. All Credibility is only of bank whether the Subcontractor performs or not perform as only Bank will be at risk.</p>		As per RFP.
79	19	3.1	PRE-QUALIFICATION CRITERIA - Contractor (SI) : Eligibility	<p>There is one SI-one Bank binding, this will restrict bank's choice to work with preferred SIs for particular projects. With limited participation from Global SIs and one to one binding, we may choose not to participate in active or any future MLFF projects. Ideally, Bank should have choice participate in RFP with multiple Qualified SIs and present single financial bid and Bank will present final SI at time contracting with IHMCL.</p> <p>To reduce the risk of banks, we strongly suggest the following: -</p> <p>a. Qualification of Subcontractor should be related to MLFF (at-least one similar project anywhere across the globe)</p> <p>b. The Banks should be allowed to have 2-3 MoUs so that we can use same or at least the best of 3 with us and after getting the project can go with the best one of those 3 selected.</p> <p>c. In case you do not agree with the above two, please allow the banks to quote directly and after getting the project allow them to select their preferred bidder</p>		As per RFP.

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80	96	1.2.30	General Conditions of Contract - Force Majeure Events	Need clarification on a force majeure Scenario - In the event of deployment of GNSS based tolling or any future toll collection technology during the active tenure of contract. How bank will be compensated. The drop in revenue in might be in range of 70-80%, extension of contract OR reimbursing depreciated value of asset may not enough.		As per RFP.
81	129	Schedule – B : 10.7	Vehicle Count (For Tollable only)	Vehicle count SLA, Bank will be penalised only when Daily tollable Vehicle count goes below 99%		As per RFP.
82	130	Schedule – B : 10.8	Vehicle Classification (For Tollable only)	Vehicle Classification SLA, Bank will be penalised only when Daily tollable Vehicle classification goes below 99%		As per RFP.
83	131	Schedule – B : 10.12	Incorrect Manual Transaction	if Bank finds Number plate to be illegible even after manual validation, this has to be identified loss of revenue. For which there will not be any penalties to the bank. Also, Penalty of wrong manual validation of 1,00,000 per instance is very high. This is a first-ever MLFF implementation, this will discourage few SIs from participating and limit options for the bank.		As per RFP.
84	131	Schedule – B : 10.13	Wrong e-notices	IIT NIT certified Gantry design will be submitted at the time contract signing please confirm		Gantry are required to be submitted by successful bidder after award of Contract.
85	120	Schedule – B : 7	E-Notice Module	as per E-notice workflow, if number plate is not available, how can we get chassis number please clarify. this must be identified loss of revenue. For which there will not be any penalties to the bank		For cases where the VRN or chassis number is not retrievable due to any reason beyond the control of the Acquirer Bank / MLFF entity, no penalty shall be levied on the Acquirer Bank / MLFF entity.
86	145	Schedule - C 1.6	Detector-Lidar	few SI have proposed vehicle classification, count, and speed as comprehensive LiDAR unit, in that case requirement of RADAR should be optional		As per RFP.
87	147	Schedule C 1.8	Local Server	Bank should be able to propose Hybrid deployment model (On-premises and Cloud based) with High availability instead of server room at control centre		Local servers are required to be provided as per the RFP provisions. However, bidders may additionally propose redundant MeitY empanelled cloud-based infrastructure as part of their solution design, provided it meets all functional, performance, and availability requirements specified in the RFP.
88	159-163	Schedule C standard and Specifications	1.1,1.2,1.3,1.4,1.5,1.6	the work experience of key component for Roadside equipment (Viz RFID Readers, ANPR Camera, LiDAR) has been removed. This will reduce accuracy of toll collection and will dissatisfaction with Highway users due to wrongful Tolling		As per RFP.

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89	92	1.2.20	Incentive for higher clean transactions (a) In the event that the total number of clean ETC transactions done in any quarter exceeds 95% of the total number of transactions at the toll plaza, the Bidder shall be entitled to an additional revenue share of 0.5% of the total value of such clean ETC transactions successfully settled during that quarter. For the avoidance of doubt:	Quarterly Incentive to earn 0.5% commission should be for >90% clean transactions . Due to high penalties of wrong transaction, SI may manage low confidence cases, through manual validation.		As per RFP.
90	119	Schedule-B.7 (2)	Tag transaction flow by MLFF entity / Acquirer Bank	The workflow states in case of "Unregistered Tag i.e. Tag not found in NPCI Mapper" and VRN not available that "Fetch VRN against Chassis from VAHAN and then Raise e-Notice". This flow is not same as defined in Schedule-B.7 (1) that is "Various Scenarios at MLFF lanes". Please clarify.		As per RFP.
91	121	Schedule-B.7 (4)	Process flow for Grievance Mechanism:	Scenario: Vehicle user will raise dispute/grievance against e-Notice on NIC portal with reason and evidence. Then MLFF entity / Acquirer review and verify on NIC portal. Query: Will the MLFF entity / Acquirer be provided an Account to login into NIC Portal to review and verify the grievance raised by vehicle user?		Yes, the Acquirer Bank/MLFF entity shall be provided with User ID(s) to access the grievance portal and manage complaints raised by vehicle users against issued e-Notices.
92	123	Schedule-B.7 (Note.i.b)	For Hotlist (code-01) and Low balance(code-03): i. Acquirer bank/bidder shall intimate respective issuer entity on a near realtime basis through NPCI. Issuer entity shall immediately intimate the FASTag user via SMS in the prescribed format.	Will the Acquirer bank directly intimate the respective issuer entity, or the flow will be via NPCI?		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
93	159	Schedule-C.2.1 (RFID Reader)	RFID Reader: 9. Any changes in vehicle classification shall be updated directly on the RFID Reader from the Control Center.	Please clarify the significance of this statement. How will the vehicle classification get updated on the RFID Reader?		Refer Corrigendum-3
94	162	Schedule-C.2.3 (ANPR and Application)	14 Mounting structure a) It will be Mounted on the Canopy/Gantry. b) The ANPR camera shall be placed in such a way that it should be able to view the edge shoulders as well as the service lanes to capture the vehicle license plates and process the same for deduction of toll.	Will the toll be deducted for the vehicles passing through the service lanes also?		The gantries shall be constructed only at those locations where there is discontinuity of service lanes.

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95	165	Schedule-C.2.9 (MLFF Application Software)	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). This integration shall be implemented at no additional cost to IHMCL, with IHMCL providing the necessary support to the bidder for seamless integration with NIC.	1. Will the MLFF application be directly communicated to VAHAN database or via NPCI? 2. Is the Gross Vehicle Weight (GVW) of the vehicle received to be used in some manner or it is just to keep as an information?		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
96	167	Schedule-C.2.9 (Web Portal)	2) E-Notice Module a. e-Notice Module functionality within the web portal. b. Role-based access management to ensure only authorized personnel can access the e-Notice Module. c. Features to validate the generated e-Notices as below: i. Accepted: Automatic integration with NIC e-Notice and NETC systems for processing. ii. Rejected: Mandatory comments required for rejection reasons (e.g., VRN not visible etc.). iii. Exempted: Mandatory comments for exemption (e.g., testing vehicle, convoy). d. Status monitoring for issued e-Notices (Accepted, Rejected, Exempted) on the main dashboard. e. Tracking and reporting of repetitive exempted or rejected cases over various time periods (daily, weekly, monthly).	This section mentions that "Automatic integration with NIC e-Notice and NETC systems for processing", while e-Notice flow states that the communication to be done via NPCI system.		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
97	170	Schedule-C.2.9 (Indicative Minimum Bill of Quantity (BOQ))	5. ANPR Camera (Including Housing and Mounting) +Controller+ Pole/Canti lever with all licenses - Nos 2 Per lane (Back & Front) 7. IR Illuminator - Nos 1 Per lane as per solution	IR Illuminator should also be 2 nos. per lane (back and front) to support ANPR Camera.		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
98	134	14	Point of Sale (POS) setup for Sale of FASTag and discount passes	For an acquiring bank who is not live on NETC issuance, can the issuance of FASTag be optional or it is mandatory for an NETC acquiring bank to undertake NETC FASTag issuance as well		An acquiring bank that is not a FASTag issuer under the NETC program shall be required to tie up with one or more issuer banks to ensure that a Point of Sale (POS) facility for the sale of FASTags is set up at the designated toll plaza as per RFP requirements.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
99	95	1.2.26 (d)	The Bidder shall submit copies of the insurance policies to IHMCL within 15 days of Contract Signing, and renewal policy within 15 days of the expiration of the policy until the end of the Contract period. A penalty of INR 10,000 shall be levied on the Bidder for each working day from the due date of submission or expiry of the insurance policy documents till the actual date of submission.	Post signing the contract, the bidder has 5 months to design, develop, procure equipment. Ideally this clause should be applicable 15 days prior to go live and penalty thereafter		As per RFP.
100	120	3	E-Notice process flow - Step 1	Medium of sharing the details for e-notice to NPCI will be API based or file based?		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
101	165	2.9 (3)	MLFF application shall take the decision of sending the file for transaction based on the confidence of the RFID and ANPR camera read accuracy.	Does this imply that for every transaction, MLFF application has to validate the information captured by RFID and ANPR and in case of mismatch, there has to be additional due diligence before transaction processing		The bidder is required to provide an MLFF solution that meets all functional and technical requirements specified in the RFP, including appropriate handling of data validation and confidence-based decision-making for transaction processing.
102	64 of 178	Form T-10 Indicative MOU Agreement Format	3. The SI is a reputed System Integrator with proven experience in deploying MLFF or similar Intelligent Transportation Systems (ITS), and is eligible as per RFP conditions.	Kindly elaborate the Definition of similar Intelligent Transportation Systems (ITS) projects in India. Also, we request to kindly provide the list of documents required to claim this qualification.		As per RFP.
103	136 of 178	1 Standards and Specification of all MLFF Sub System	Cameras Preferred OEMs - Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile, BOSCH	Kindly remove the preferred OEM list for items mentioned in RFP. The bidder must have the option/freedom to choose the desired OEM which is compliant to the the RFP requirement.		Refer Corrigendum-3

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
104	22 of 178	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	j) All CCTV Cameras OEMs proposed under this project must fully comply with all applicable regulatory guidelines, standards, and certifications as prescribed by the Government of India. Documentary evidence of such compliance must be submitted prior to commencement of System Acceptance Testing (SAT). Failure to comply with this requirement shall constitute a material breach of the Contract, entitling the Purchaser to take appropriate remedial action, including but not limited to replacement of non-compliant cameras, termination of the Contract and forfeiture of performance security.	We would to draw attention toward Guidelines for implementation of "Essential Requirement(s) for Security of CCTV" Ref - Registration/Meity/ CCTV Camera Date 22 Oct 2024 and Meity Notification Vide Gazette No. CG-DL-E-09042024-253632 where Mandatory STQC certification of proposed model of cameras is required. Currently OEMs are giving very higher availability timeline as they are also in the process of testing which will eventually lead to higher project delivery timeline. In view of the above we request to kindly give additional timeline for project implementation and remove the penalty clause attributable to delay in delivery of cameras.		As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.
105	General	General	Regarding option to choose No. of OEM for single product.	Kindly confirm how may OEMs can be proposed for single product.		The bidder may propose one or more OEMs in their technical proposal.
106	15 of 178	1.1. BACKGROUND	Implementation Period - 5 Months	Since, the requirement is completely new and the solution is not available with all SI's. We request to kindly considered implementation period of 10 Months so as to get adequate time to develop and test the robustness of MLFF software.		As per RFP.
107	110 of 178	a) About the MLFF based Tolling Project	The system will seamlessly integrating it with the bank's acquiring platform as part of the project to provide all the services as defined by IHMCL and NPCI for Acquiring bank. The proposed MLFF system must be developed as per Technical Specification Document circulated by IHMCL & NPCI and enable real-time processing of all vehicle transactions at MLFF gantry while also connecting with NPCI system (NETC Switch and NETC Mapper) to accurately calculate toll fares and process payments efficiently. The MLFF system must also detect all cases of violation of failure to pay user fee by vehicle users and seamlessly integrate with NPCI, and other external system for e-Notice management as per process flow defined in the RFP.	In case of violating toll pay by user to whom we need to share E-notice details(Acquirer bank or NIC)		As per RFP.
108	19	3.1. PRE-QUALIFICATION CRITERIA		No reference is made to any Relevant Work Experience of Sub-Contractor. This allows any provider of IT System to participate in. It could compromise the quality of the solution provided and create unnecessary competition		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
109	20	3.1. PRE-QUALIFICATION CRITERIA PQ- 2 – iv.	In case the Sub-Contractor is a firm incorporated abroad, it may associate with firm(s) incorporated in India for assistance in implementation, operations and other allied works required for MLFF Tolling.	Possible association between a foreign SI and local company(ies) is mentioned in the PQ criteria. We understand that such association has not to be declared in the MoU neither in any other document to be submitted. Please confirm		The understanding is correct. However, upon award of work the Successful bidder shall be required to submit the details of such association.
110	20	3.1. PRE-QUALIFICATION CRITERIA PQ- 2 – iv.	In case the Sub-Contractor is a firm incorporated abroad, it may associate with firm(s) incorporated in India for assistance in implementation, operations and other allied works required for MLFF Tolling.	Possible association between a foreign SI and local company(ies) is mentioned in the PQ criteria. We understand that such association can be either a legal entity or an association through MoU between the parties Please confirm		The understanding is correct. However, upon award of work the Successful bidder shall be required to submit the details of such association.
111	22	3.1.1. – f)	OEM for all active components should give a declaration that products or technology quoted are neither end-of- sale nor end-of-life as on the date of installation and commissioning and are not end-of-support till the successful completion of O&M period of the project.	The normal obsolescence of IT equipment is around 5 years, even less, such type of declarations will not be obtained by OEMs Please revise		As per RFP.
112	23	3.2 c) 6.	While providing services to IHMCL for this assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment;	Please clarify what do you mean with “assignment that by its nature will result in conflict with the present assignment”		As per RFP.
113	25	4.1 Site visit	Before the pre-bid meeting date, bidders are strongly advised and encouraged to conduct site visits,	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.
114	31	6.5. – c)	The Performance security shall be increased by additional 50% of amount mentioned at 6.5(a), in form of Bank Guarantee in case, the Clean Transaction amount in any financial year increases by 50% of Clean Transaction amount collected in next financial year corresponding to the Bid due date.	The increase in the Performance security is foreseen in the year N in case the Clean Transaction amount of the year N is 50% more than the Clean Transaction Amount of the year N-1. Please confirm		Refer Corrigendum-3
115	48	Form T-3 to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for selection as the Bidder for “RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Gharaunda Fee Plaza of Panipat-Jalandhar (NH-44) Toll Road Project” proposed by Indian Highways Management Company Limited, including but not limited to signing and submission of all applications, bid(s) and other documents and writings	As per the PQ-2, the Subcontractor shall provide the Form T-3 to grant power of attorney to an authorized signatory. The Form T-3, as is, is construed for the authorized signatory of the Bidder (a Bank) and provides also power to sign and submit the bid as well as power to do any subsequent act (i.e. sign the Contract Agreement) that is not required to the authorised signatory of the Subcontractor Please provide a specific Form for the power of attorney of the Authorised Signatory of the Subcontractor		The Sub-Contractor is required to provide Power of Attorney of the Authorized Signatory for signing the MOU with bidder/bank as per Form T-3.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
116	68	Form T:12	<p>Name: (insert complete name of person signing the Bid Securing Declaration)</p> <p>Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)</p>	<p>As per the PQ-4 the Sub-Contractor has to sign the Undertaking for non blacklisting.</p> <p>As per our understanding the: Name shall be the one of the authorised signatory of the Sub-Contractor that shall not sign the bid on behalf of the Bidder.</p> <p>Please amend the Form T-12 accordingly for the Sub-Contractor</p>		Refer Corrigendum-3
117	69	Form-T:13	<p>We, [Insert Full Legal Name of Manufacturer/OEM], a company duly organized and existing under the laws of [Insert Country], having our principal manufacturing facilities at [Insert Complete Address of Manufacturer's Factories], do hereby authorize [Insert Full Legal Name of the Bidder], having its registered office at [Insert Bidder's Full Address], to submit a Bid and conclude the Contract with you against the above-mentioned RFP for the supply of the following goods manufactured by us:</p>	<p>It is required that each manufacturer of specific equipment "authorizes the Bidder" to submit the bid.</p> <p>It sounds uncommon that a manufacturer authorizes anyone to bid for a tender.</p> <p>What a Manufacturer can undertake is to provide the equipment to the bidder for the Project implementation duration</p> <p>Please revise</p>		As per RFP.
118	73	Form F-2 Note 2&3	<p>2. The Grand Total in Form F-2 must not exceed the Estimated Amount of ₹5 crore. If the Grand Total in Form F-2 exceeds ₹5 crore, the depreciated cost will be calculated based on the ceiling limit of ₹5 crore, as per clause 1.2.35.2(ii)(b) of the RFP.</p> <p>3. Form F-2 is solely for calculating the Depreciated Cost according to Clause 1.2.35 of the General Conditions of Contract in the RFP. The L-1 Bidder will be selected based on the quoted cost in Form F-1.</p>	<p>We understand that the limit of 5 Cr is only for IHMCL internal accounting reason and for Termination consequences. it is not limiting the actual amount of the Equipment Cost to be considered by the bidder.</p> <p>Please confirm.</p>		As per RFP.
119	76	1.1.2. Appendices	<p>Appendix B Letter of Acceptance submitted by the Bidder</p> <p>Appendix C Letter of Acceptance submitted by the Bidder</p>	<p>It is understood that Appendix B shall be the Letter of Award issued by the Authority</p> <p>Please confirm</p>		Refer Corrigendum-3
120	78	1.2.2.1 g)	<p>references to a ("day" or "business day") shall be construed as a reference to all days of the year.</p>	<p>The reference to "business day" shall be in accordance to the definition 32. "Working Days" at page 11 of the RFP</p> <p>Please confirm and amend accordingly</p>		Refer Corrigendum-3
121	83	1.2.11. Commencement of Services	<p>The Bidder shall commence the services from the date of signing of Contract Agreement with IHMCL or receipt of Commencement notice from IHMCL whichever is earlier.</p>	<p>Commencement notice is never mentioned in the RFP and the Contract.</p> <p>Therefore, the work can only begin after the the signature of the Contract Agreement</p> <p>Please delete reference to Commencement notice.</p>		Refer Corrigendum-3

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122	83	1.2.12. Duration and Extension of Contract	Any additional implementation work awarded within the original Contract Period of 5 year and 5 months period will be incorporated into the implementation and O&M phases in such a way that the total original Contract duration does not exceed the initial 5 years and 5 months, unless an extension is granted by IHMCL	Please clarify what do you intend with “additional implementation work”		As per RFP.
123	92	1.2.21 b)	Variation in number of MLFF gantry location with respect to those mentioned in the Schedule-B.	Is the “variation in number of MLFF gantry location” to be considered as a Change of Scope or not?		Refer Corrigendum-3
124	98	1.2.30 iv.	If the Force Majeure period occurs within 365 days (1 year) of Go-Live, there shall be no extension of the Contract Period.	<p>The extension of Contract Period shall be granted also in case Force Majeure Events, that bring to the strong reduction of traffic, occur during the first year of Operation. Any event affecting the traffic in the first year of operation has the maximum impact on the return of the project. It is recommended that IHMCL fixes the threshold of reduced traffic in the first year using the traffic data available.</p> <p>Please amend accordingly</p>		As per RFP.
125	98	1.2.30.4 Illustration of Force Majeure Event	<p>Step 4: Consequences & Compensation</p> <ul style="list-style-type: none"> Assuming the Go-live Feb 15, 2024 and assume Revenue Share on March 1, 2024 (corresponding day of the previous year) was ₹10 lakh. Applying a 5% escalation, the threshold for March 1, 2025 would be ₹10.5 lakh. Due to the Force Majeure event, the actual Revenue Share on March 1, 2025 drops to ₹5 lakh, which is below 50% of ₹10.5 lakh (i.e., ₹5.25 lakh). This marks the commencement of the Force Majeure Period. Over the next few days, revenue share remains below ₹5.25 lakh for each calendar day. On March 10, 2025, the revenue share reaches ₹8 lakh, which is above 50% of the corresponding escalated revenue share. This marks the cessation of the Force Majeure Period. The total duration of the Force Majeure Period is March 1, 2025, to March 10, 2025 (10 days), which exceeds the 7-day minimum requirement. Since the Force Majeure Period lasted more than 7 calendar days and falls beyond 365 days of Go-Live, the Contract Period is likely to be extended by 10 days. 	<p>While the illustration of the mechanism is pretty clear we would like to bring your attention to the fact that making the comparison on a day to day way can lead to underestimate the impact of the Force Majeure event.</p> <p>For example: in case the revenue share level after 5 days from the start of the Force Majeure event goes over the threshold and the day after goes again below the threshold for 5 days and this alternance is repeated, the impact of the Force Majeure event is evident whilst the compensation for it, using the mechanics illustrated, is zero.</p> <p>We suggest using seven days moving average amount of revenue share to compare with the seven days average level of the previous year plus 5%</p>		As per RFP.

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126	101	1.2.34 (b)	Notwithstanding the above, IHMCL at its sole discretion may terminate the Contract Agreement any time by giving 30 days prior notice without assigning any reason	Termination with no reason is not fair Please revise it		As per RFP.
127	102	1.2.35 2. i	Upon Termination on account of Clause 1.2.34 (b), the Authority shall make Termination Payment as under: i. During (5 Months Development period) + O&M Period (60 months): I. Depreciated value of the equipment(s) and shall take into possession the installed equipment(s). In such a case the depreciating cost of the equipment shall be calculated as below: a) 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. on account of Termination of this Agreement and any other payment	We understand that the depreciation period will start after the start of operation of the MLFF tolling system and that in case of Termination during the course of the year the depreciation will be calculated proportionally. I.e. if the termination is after 18 months from the start of operation the Termination Payment in case i. During (5 Months Development period) + O&M Period (60 months) is the total indicated in Form F-2 reduced by (33.33% + 16.66%) = 50%. In case the termination is before the end of the first five (5) months the Termination Payment will be equal to the total indicated in Form F-2. Please confirm.		Refer Corrigendum-3
128	105	1.2.42.	4. The bidder must ensure that no end of support products exist at time of transition.	This is in contrast with the Form T-5 Undertaking from the Bidder – clause 4) that states “That the OEM(s) for all active components will give a declaration that products or technology quoted are neither end-of- sale nor end-of-life as on the date of installation and commissioning and are not end-of-support till the successful completion of O&M period of the project” So if the Bidder undertakes that no products will be end of support at the completion of the O&M period it cannot ensure that at the time of transition no products will be at the end of support. Please revise		As per RFP.
129	112	SCHEDULE-B 3.c.5.	The Acquirer bank shall be responsible for conducting thorough due diligence to evaluate the project's potential and sustainability. This process includes, but is not limited to, carrying out detailed traffic surveys, site visits etc. to assess the estimated volume of traffic and estimate the potential revenue.	The limited time available for the tender strongly hinders the possibility of conducting a thorough traffic survey and study, which is essential for the project. Please extend the deadline for the tender to 03/07/2025		Refer Corrigendum-3

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130	123	SCHEDULE-B 8.d.	This RFP describes functional requirements envisaged by IHMCL. In addition, the minimum technical specifications have been prescribed in this document, wherever indispensable. The bidder/bank is responsible for the design of complete project and the system architecture to deliver state-of-the-art solution to IHMCL fully complying to the functional requirement specified in the RFP and site conditions.	It is understood that the bidder can propose alternative solutions that are fully compliant with the functional requirements specified in the RFP, even if they do not match the described equipment one-to-one. Please confirm		As per RFP.
131	125	SCHEDULE-B 8.s.	Future integration with advanced technologies: The Bidder's solution should include API based integration with future tolling technologies like GNSS and NHAI Applications like Raj Marg Yatra etc. or Advance Traffic Management System(ATMS), any other similar system at no extra cost	It is understood that API to interact with the MLFF system shall be provided by the Bidder. Future systems can use such API to interact and integrate the MLFF system. No integration with future system will be required to the Bidder Please confirm		As per RFP.
132	129	Schedule B 10. 7 Vehicle Count (for Tollable only)	For any missing count of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable Per day.	It is understood that whichever is the number of missing vehicle, below the limit of 99% and above 98%, the amount of the penalty remain fix at 1lakh Please confirm		As per RFP.
133	130	Schedule B 10. 8 Vehicle Classification (for Tollable only)	For any missing Classification of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable per day	It is understood that whichever is the number of missing classification, below the limit of 99% and above 98%, the amount of the penalty remain fix at 1lakh Please confirm		As per RFP.
134	110	Schedule B 1.c)	MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza.	WE understand that the indication of having gantries within 200m of the existing toll plaza is not mandatory. The localisation of the gantries, not far from the toll plaza, shall be defined by the System Integrator to optimize cost and effectiveness of the system implementation and operation. Please confirm		Refer Corrigendum-3. The exact positioning of the gantries may be finalized by the Bank, in consultation with IHMCL, to optimize system performance and implementation feasibility.
135	110	Schedule B Note i.	The bidder shall be required to submit detailed design drawings including design calculations of gantries which should be approved from any of the Indian Institute of Technology (IIT)/ National Institute of Technology (NIT).	The detailed design drawings are part of the deliveries to be submitted after the award of the tender and the signature of contract Please confirm		Design drawings are required to be submitted post award of Contract.
136	110	Schedule B 1.c)	MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza.	Close to Gharaunda Toll Plaza there is already a walkable gantry in place at a distance that is around 250 m from the toll plaza (see images below). Can such a gantry be used for the MLFF tolling system?		As per RFP.

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137	20	PQ-2: Subcontractors Qualification	The Subcontractor should be a reputed subcontractor."	The term "reputed subcontractor" lacks clarity and does not mandate prior experience in MLFF. Given the project's technical sensitivity and pioneering nature in India, would IHMCL consider amending this to require at least one similar MLFF project experience globally for the subcontractor?		As per RFP.
138	109	Schedule B – MLFF Development Scope	MLFF solution scope not directly linked with qualification criteria	Given the complexity of MLFF solution deployment (including ANPR, RFID, and integration with CCH/NPCI), how will IHMCL ensure that only qualified and experienced subcontractors handle system delivery? Could minimum technical qualification for subcontractors be specified?		As per RFP.
139		PQ Criteria – General	No clear technical eligibility for MLFF subcontractor	Why does the RFP not demand any minimum MLFF-specific experience from subcontractors, especially considering this is one of the first full-scale MLFF implementations in India requiring precision and accuracy?		As per RFP.
140	109-112	Schedule B – General Conditions	No mention of subcontractor role verification	Will IHMCL evaluate and approve subcontractor capabilities during the technical evaluation phase, especially for MLFF equipment integration and operations?		As per RFP.
141		Qualification Criteria	No linkage between international experience and MLFF delivery	Why is international experience asked under PQ but not used as a filter or weightage during technical scoring, especially when the project's success depends on global best practices in MLFF?		As per RFP.
142		Qualification Criteria	Absence of minimum qualification for subcontractors	Is it standard practice in India to avoid any minimum eligibility requirement for subcontractors in a technically complex and first-of-its-kind infrastructure project like MLFF implementation? Would the Authority consider re-evaluating this approach to safeguard delivery quality?		As per RFP.
143	24	4.1	Site Visit	Does IHMCL has earmarked the gantry locations or it is upto bidder to suggest location for gantries at respective projects		Refer Corrigendum-3. The exact positioning of the gantries may be finalized by the Bank, in consultation with IHMCL, to optimize system performance and implementation feasibility.
144	16	1.2 Key Dates	Bid submission deadline: June 3, 2025	In view of the technical complexity and interdependencies in the RFP, we request a four-week extension from the date of publication of clarifications to enable a well-prepared and compliant submission.		Refer Corrigendum-3
145	137	Schedule C - RFID Reader IP Rating	Minimum IP67 rating for RFID Readers.	Considering the installation height and exposure level of RFID readers, could IHMCL permit IP66-compliant devices instead of IP67, as this is standard for similar roadside infrastructure.		Refer Corrigendum-3
146	137-142	Schedule C - Preferred OEMs	Specific OEM brands listed without 'or equivalent' provision.	To ensure broad-based participation and fairness, we request that the Authority allow bidders to propose any OEM solution that fully meets the functional and technical specifications outlined, rather than restricting to a fixed list of vendors.		Refer Corrigendum-3

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147	165	Schedule C - MLFF Application Hosting	Application to be hosted at CC and Gantry.	Can IHMCL confirm if cloud hosting—using MeitY-empaneled infrastructure with data residency in India—will be acceptable for backend MLFF application components		Local servers are required to be provided as per the RFP provisions. However, bidders may additionally propose redundant MeitY empanelled cloud-based infrastructure as part of their solution design, provided it meets all functional, performance, and availability requirements specified in the RFP.
148	29	6.1 (2) (i) (b) Pre-Qualification Evaluation	Evaluation Committee may request additional info at its discretion.	Would IHMCL consider incorporating a no-cost, no-obligation demonstration or pilot trial of the bidder's solution as part of the evaluation process to better assess its performance and practical implementation?		As per RFP.
149	30	6.1 (2) (ii) (b) Financial Bid Evaluation	L1 based on lowest revenue share.	Considering the scale and concurrency of multiple MLFF projects, would IHMCL consider adding selection safeguards or restrictions to avoid operational overload on a single L1 bidder that may win all tenders, to mitigate associated risks?		As per RFP.
150	108, 109	Appendix A-1 / Scope 1.a (vi)	Implementation without disrupting current toll operations.	To optimize vehicle flow and MLFF system accuracy, may the bidder be permitted to propose adjustments like lane striping and minor repositioning of medians before and after the gantry zones?		As per RFP.
151	108, 109	Appendix A-1 / Scope 1.a (vi)	No disruption to existing toll operation.	Is there any plan by IHMCL to dismantle the current manual toll plazas after MLFF commissioning? If yes, kindly indicate the expected timeline for such actions.		As per RFP.
152	128	Schedule - B / SLA Table	5-month implementation timeline from signing date.	Given the extensive scope including gantry civil works, would IHMCL be open to revising the implementation timeline to ensure proper execution without compromising quality or safety?		As per RFP.
153	146	Schedule - C - 1.7 Detector - Radar	Requirement for Detector Radar.	Can a system without Detector Radar still be considered compliant if it performs all ETC and audit functions accurately at operational speeds?		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
154	161, 144	ANPR & IR Illuminator	IR-only illumination; color capture required.	Since vehicle color capture is required by the system, would IHMCL allow inclusion of visible light illumination at night in addition to IR, to enable effective color detection?		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
155	20	3.1 PQ Criteria / PQ-2	Exclusive MOU required between Bank and SI.	Please confirm if the exclusivity clause for Sub-Contractors/SIs applies only on a per-project basis, allowing them to participate in multiple projects with different bidders.		The exclusivity of the Sub-Contractor/SI, as stated in the RFP, pertains only to the specific RFP in reference and does not extend to other ongoing or future MLFF tenders.
156	23	3.2 Conflict of Interest	Successful bidder shall not accept conflicting assignments.	We request the Authority to provide clarification or examples of what constitutes a 'conflicting assignment' under this clause.		As per RFP.
157	81	1.2.6 Scope of Work / Cleanliness	Maintain surrounding areas.	Could IHMCL define the extent or specific dimensions of the 'surrounding areas' to be maintained by the bidder?		As per RFP.
158	81	1.2.6 / Power Management	Bidder to ensure 24x7 power.	Please confirm that the bidder's power responsibility pertains only to MLFF-related equipment and infrastructure, not the entire plaza.		As per RFP.
159	81	1.2.6 / Power Supply	Raw power will be supplied by NHAI.	Kindly confirm if NHAI will bear the cost and provision of raw power, while the bidder arranges connectivity to MLFF systems only.		As per RFP.
160	84	1.2.15 Time Schedule	Go-Live timeline from SAT completion.	Would IHMCL consider defining Go-Live as the date of commissioning instead of completion of SAT, since billing begins post commissioning?		As per RFP.
161	86	1.2.15.3 SAT Parameters	ANPR camera accuracy ≥99%.	Could IHMCL include a clause that accuracy benchmarks apply where VRNs are clearly visible to the naked eye to account for real-world plate legibility?		<p>The 99% ANPR accuracy refers to the ANPR system's overall performance, considering recognition from either the front or rear license plate. Number plates that are "humanly not readable" shall be excluded from the total count used for accuracy calculation.</p> <p>A license plate shall be considered "humanly not readable" if its alphanumeric characters cannot be accurately identified by a person with normal vision under standard daylight or lighting conditions, due to factors such as physical damage, obstruction (e.g., mud, dust, stickers), tampering, or any deliberate alteration that renders the plate illegible to the naked eye.</p>

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162	90	1.2.17 Payments	No increase in revenue share if taxes increase.	We request that the Authority consider tax variations and allow proportional adjustments in revenue share if statutory taxes increase post bid submission.		As per RFP.
163	92	1.2.20 Change of Scope	Variation in gantry location does not constitute scope change.	If any additional gantry not listed in Schedule B leads to CAPEX increase, we request that such addition be treated as a change in scope and reflected in revised revenue share.		Refer Corrigendum-3
164	102	1.2.36 Handing Over	Bidder to hand over gantries in good condition.	Please confirm if complete ownership and rights to the installed equipment will be transferred to IHMCL upon contract closure.		As per RFP.
165	112	Schedule B / O&M / Performance Monitoring	STQC within 6 months post SAT.	As STQC certification may require up to 12 months, we request extension of this timeline accordingly.		As per RFP.
166	128	SLA Implementation Phase	Maximum penalty: Rs. 1 Cr.	Please clarify the maximum penalty amount applicable during the Operations & Maintenance (O&M) period post Go-Live.		As per RFP.
167	171	Schedule C - BOQ / Redundant Internet	Redundant 1 Gbps connection required.	Please confirm whether this refers to dual links (e.g., fiber + wireless) as mutually redundant solutions.		Refer Corrigendum-3
168	86	1.2.16.3 SAT Parameters / Classification	Vehicle classification accuracy as per NH Rules.	As axle-based classification may be impacted due to absence of axle sensors, kindly clarify the validation mechanism for vehicle class identification.		As per RFP.
169	171	Schedule B / Scope / Control Center	CC infrastructure and manpower to be bidder's responsibility.	Would IHMCL provide appropriate physical space or modify temporary/plaza structures to support the Control Center setup, or is this bidder's responsibility		Bidders shall use the existing and proposed future facilities available at the toll plaza. Bidders can setup the control centre at remote location for support services like audit, validation etc. subject to approval of IHMCL.
170	112	Operations & Maintenance 2	STQC and CERT-In Certification: The Bidder shall be required to carry out STQC certification of its MLFF software within 6 months from the date of completion SAT. Further the Bidder shall be required to conduct CERT-In certification of its MLFF software every year post Go-Live of the MLFF	As per the STQC guidelines issued by MeitY dated 6th March 2024, camera hardware must be STQC certified. However, the current tender specifies that STQC certification is applicable only to the software, with a compliance timeline of six months from the date of SAT. This clause appears to favour specific CCTV OEMs and poses challenges for other Indian OEMs who already have STQC-certified hardware models suitable for highway requirements. We respectfully request that this clause be amended to require bidders to quote STQC-certified CCTV cameras (hardware) at the time of bidding, ensuring a level playing field for all compliant Indian manufacturers.		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
171	139	Schedule - C Standards & Specifications	1.3 Audit Surveillance Camera 3. IR Effective Range 150M (Overview)	In the overview section, the IR range has been specified as 150 meters. However, under the functional requirements for the Audit Surveillance Camera, it is mentioned that video and images of vehicles should be clear up to a range of 30 meters at night. This inconsistency is misleading and creates confusion for other CCTV OEMs. We kindly request that the IR range requirement be revised from 150 meters to 50 meters. This amendment will enable other Indian OEMs, including those with STQC-certified models, to participate in the tender process. It will also support IHMCL in selecting reputed Indian CCTV manufacturers, thereby encouraging fair competition and promoting indigenous solutions.		As per RFP.
172	140	1.3 Audit Surveillance Camera and 1.4 Automatic Number Plate Recognition Systems	21 Preferred OEMs Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile, BOSCH r Preferred OEMs Pelco/Avigilon, Axis, Vivotek, FETCI, BOSCH, Tattile	In the RFP, a specific OEMs name has been mentioned for Audit Surveillance and ANPR cameras, which is creating challenges for Indian CCTV OEMs. Under the Make in India policy, several CCTV manufacturers have established production facilities within the country. However, IHMCL appears to be considering foreign OEMs that do not possess the necessary certifications as per Indian government regulations. We respectfully request you to kindly include our brand in the list of approved makes. This will enable us to contribute to IHMCL's prestigious projects and further support the Government of India's vision of promoting indigenous manufacturing.		Refer Corrigendum-3
173	110	Schedule – B 1. Development of the MLFF based tolling facility. a) About the MLFF based Tolling Project	vi. The successful bidder/bank must implement and commence the MLFF system services without disrupting ongoing toll operations or causing any revenue loss to the toll collection agency until the MLFF system goes live. Additionally, the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system. The bidder must also ensure that the existing equipment and electrical appliances currently used by toll agencies/SIs are taken over for use only after the MLFF system goes live, following a proper handover and takeover process without disrupting current toll operations.	We request that the Authority mandate the current toll operator to provide verified, export-ready data in a mutually agreed format and define a cut-off date for historical data freeze.	Justification : Given the stringent implementation timeline of 5 months, it becomes imperative that the existing toll operator is mandated to provide verified, export-ready data in a mutually agreed format well in advance of the system transition. Data migration is a critical and time-sensitive activity that often encounters delays due to incompatible database structures, inconsistent vehicle classification logic, or missing transaction records within legacy Toll Management Systems (TMS)	As per RFP.

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174	111	Schedule – B d) Control Center	iii. A separate team of staff shall be dedicatedly working on the manual validation and audit process for which the ANPR camera & RFID readers had less accuracy or confidence level to initiate the ETC transaction at the gantry application level. The staff shall be using the evidence from the system generated from the gantry end and validate the correct transaction of the vehicle.	We request the Authority to kindly clarify the defined threshold parameters or logic based on which a transaction will be classified as "low-confidence" and routed for manual validation.	This information is essential for accurately estimating the expected volume of such transactions.	As per RFP.
175	113	Schedule – B b) Maintenance Activities:	d. STQC and CERT-In Certification: The Bidder shall be required to carry out STQC certification of its MLFF software within 6 months from the date of completion SAT. Further the Bidder shall be required to conduct CERT-In certification of its MLFF software every year post Go-Live of the MLFF.	Given that STQC and CERT-In audits are conducted by third-party government agencies with limited control over scheduling, we request the Authority to kindly confirm whether delays caused solely due to agency unavailability or process backlog will be exempted from being classified as a breach of compliance.		As per RFP.
176	113	3. Toll Collection from the MLFF system c. Rate of User Fee:	3. The bidder/bank shall not be allowed to make its own interpretation about a particular type of vehicle attracting a particular rate to charge a higher rate from a particular type of vehicles. The decision of the Authority on such matter shall be final and binding.	In an MLFF system, however, vehicle classification is automated using sensors like LiDAR and RADAR, which may sometimes misclassify non-standard or borderline vehicles. Since the bidder cannot modify classifications or rates. In such instances, there is potential for revenue disputes or challenges from users if the toll charged differs from their expectation. Please guide us How this problem will be managed ?		As per RFP.
177	113-114	3. Toll Collection from the MLFF system c. Rate of User Fee:	4. e-notices to be issued in case of failure to pay by the road user. The e-Notices amount will be double the applicable user fees for that category of vehicles. No enotices shall be issued for exempted vehicles under any circumstances. The share of the revenue to the Bank for e-notice cases shall be as per applicable user fee, not as per the value/amount of e-notice generated.	We request the Authority to clarify whether a defined enforcement mechanism will be in place for repeated toll defaulters, such as blacklisting of vehicle registration numbers, RTO integration, or legal recovery procedures.	A vehicle owner can continuously avoid toll payments, accumulate e-notices, and face no immediate penalty or operational restriction. This creates a risk of repeated violations without financial consequence, potentially leading to significant revenue leakage and undermining the deterrent value of the MLFF enforcement system.	As per RFP.
178	116	4. Obligations of the Bidder/Bank	g) The bidder/bank shall ensure that the toll plaza, including its equipment, is powered primarily by the (raw power) grid and secondarily by UPS, DG sets, and other renewable sources. The secondary power sources must ensure seamless connectivity in case of grid power cuts. All electricity charges for both grid and secondary power sources shall be borne by the bidder/bank.	We request the Authority to kindly confirm whether the bidder is permitted to use the existing electricity connection and infrastructure available at the toll plaza, subject to a formal takeover process.	This will help avoid redundant civil and electrical work, reduce deployment time, and ensure more efficient use of existing resources.	As per RFP.

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179	130	10. Service Level Agreement Control Centre Equipment and Software	<p>Availability of all MLFF Equipment and Software in Control Center-</p> <p>The uptime availability of all equipment of MLFF system shall be 99.9% per month The downtime shall be calculated at a cumulative level when any of the equipment is non-operational.</p> <p>Maximum permissible downtime for all Equipment shall be 44 minutes per month, subject to availability of MLFF system through redundant System (Gantry/Lanes).</p>	<p>Please clarify below points,</p> <p>1. We request the Authority to reconsider this threshold and confirm whether a more practical downtime allowance?</p> <p>2. We request understanding on whether downtime will be assessed individually per equipment or holistically at the system level only when toll transaction processing is impacted ?</p>	<p>Justification : The stipulated SLA of 99.9% uptime per month, allowing for a maximum cumulative downtime of just 44 minutes across all MLFF equipment, is extremely stringent. In practical field scenarios, even a minor fault in a critical component—such as a gantry-mounted camera, LIDAR, or network switch—often requires safety-compliant manual intervention, equipment access (especially at height), and testing post-replacement. These activities typically exceed 44 minutes, even with standby personnel and spares.</p>	As per RFP.
180	130	10. Service Level Agreement Accuracy - Vehicle Count and classification	<p>• For any missing count of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable Per day.</p>	<p>Please clarify below points,</p> <p>1. We request the Authority to kindly clarify whether the penalty applies only when daily accuracy falls below 99%, or for every single missed count regardless of the accuracy threshold</p> <p>2. We would like to highlight that the SLA, as currently defined, is extremely stringent given the realities of MLFF operations. Factors such as lane-changing vehicles, occlusion due to heavy traffic, weather interference, or sensor drift can cause occasional miscounts despite the system functioning correctly. We recommend considering a more practical SLA framework or explicitly excluding non-controllable scenarios to ensure fair and feasible compliance.</p>	<p>Additionally, considering the open-road MLFF environment, we suggest clearly defining acceptable exclusions (e.g., occlusions, adverse weather, dual-lane overlap) to avoid penalizing conditions beyond system control.</p>	As per RFP.

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181	131	10. Service Level Agreement Accuracy - Vehicle Count and classification	For any missing Classification of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable per day.	<p>1) We request the Authority to clarify whether the penalty is applicable only when classification accuracy drops below 99%, or whether each misclassification, regardless of aggregate accuracy, attracts the penalty.</p> <p>2) Additionally, we would like to highlight that this SLA is exceptionally stringent in the context of real-world MLFF environments. Automated vehicle classification relies on sensor data (LiDAR, RADAR), which may be impacted by factors such as:</p> <p>1) Overloaded or modified vehicles, 2) Vehicles with indistinct physical characteristics (e.g., border-case LCV vs HCV).</p> <p>We recommend allowing a reasonable buffer for uncontrollable anomalies and clearly defining exempted scenarios (e.g., temporary occlusion, non-standard axle configurations) to ensure fair and implementable SLA compliance.</p>	Even with high-end sensors and AI/ML correction, achieving 99%+ classification accuracy consistently in dynamic highway environments is technically challenging.	As per RFP.
182	137	1 Standards and Specification of all MLFF Sub System 1.1 RFID Reader	Preferred OEMs - SSI, Tag Master, Kathrein, Zebra	We wish to highlight that restricting preference to a select few OEMs may unintentionally favor certain vendors and limit healthy competition. We request the Authority to consider allowing any OEM that meets the required performance benchmarks and certifications, to ensure a level playing field, better pricing, and supply flexibility without compromising quality.	There are several globally established OEMs offering NETC-compliant RFID readers with equal or superior technical capabilities.	Refer Corrigendum-3
183	141	1 Standards and Specification of all MLFF Sub System 1.3 Audit Surveillance Camera	Preferred OEMs - Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile, BOSCH	We respectfully submit that such specific OEM preferences may limit fair competition and favor select vendors, potentially impacting cost-effectiveness and supply flexibility. We request the Authority to allow participation of any OEM that complies with the functional, performance, and certification requirements laid out in the RFP, to ensure broader participation, technical innovation, and better value discovery.	We wish to respectfully highlight that many of these OEMs currently do not possess STQC certification, which has been recently mandated by the Government of India for surveillance systems used in national infrastructure projects.	Refer Corrigendum-3
184		General	General	What is the maximum vehicle throughput capacity required for the MLFF system, particularly during peak hours? Are there performance benchmarks to meet under high traffic volumes to avoid congestion?"		As per RFP.
185		General	General	We request the Authority to kindly clarify the mechanism for identifying and handling blacklisted vehicles within the MLFF system and what action is expected at the gantry level when such vehicles are detected?		As per RFP.

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186	15	Part-I, Section 1.1 (b)	The Project shall include implementation of a comprehensive MLFF based tolling system and its Operation and Maintenance at Gharaunda fee plaza of National Highway 44.	Can IHMCL provide details regarding the number of lanes and the expected traffic volume (daily/weekly/monthly) at the Gharaunda Fee Plaza to assist in designing the MLFF system? Additionally, is there a provision for future scalability in case of lane expansion?		The bidders are strongly advised to carryout their own traffic studies for assessment of traffic volume. The MLFF system design should be modular and scalable to accommodate future lane expansion, as required.
187	16	Part-I, Section 1.2	Key Dates: Last date for online submission of bids is 03/06/2025 up to 05:00 PM IST.	Given the complexity of the project and the need for site visits and coordination with sub-contractors, can IHMCL consider extending the bid submission deadline by 10-15 days to ensure comprehensive bid preparation?		Refer Corrigendum-3
188	20	Part-I, Section 3.1, PQ-2 (iii)	The Bidder shall ensure that the Sub-Contractor/SI engaged by them is under an exclusive MOU with the acquirer bank and is not associated as Sub-Contractor/SI with any other Bidder participating in the same tender.	Can IHMCL clarify whether the exclusivity requirement applies only to this specific RFP or extends to other ongoing/future MLFF tenders issued by IHMCL/NHA? Additionally, is there a mechanism to verify the exclusivity of the Sub-Contractor during bid evaluation?		The exclusivity of the Sub-Contractor/SI, as stated in the RFP, pertains only to the specific RFP in reference and does not extend to other ongoing or future MLFF tenders.
189	122	Schedule B, Section 8	MLFF Project: Detailed roles and responsibilities for the implementation and maintenance of the MLFF system.	The RFP mentions integration with the VAHAN database (Page 166). Can IHMCL clarify whether the API for VAHAN integration is same which is provided by NPCI or will it be separately provided by IHMCL/NIC, and if so, will there be any associated costs or prerequisites for accessing the API?		As per RFP.
190	170-173	Schedule C, Section 2.11	Indicative Minimum Bill of Quantity (BOQ): Lists quantities such as 1 RFID Antenna per lane, 2 ANPR Cameras per lane, etc.	The BOQ is indicative. Can IHMCL confirm whether bidders are allowed to propose lower/higher quantities or alternative configurations to enhance system performance, and if so, how will such deviations be evaluated during the technical bid assessment?		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
191	128	Schedule B, Section 10	Service Level Agreement: Details penalties for non-compliance with uptime, accuracy, and other performance metrics.	Can IHMCL provide the detailed methodology or formula for calculating penalties (e.g., for equipment downtime, ANPR accuracy below 99.5%) to help bidders assess financial implications during the project planning phase?		As per RFP.
192	150-151	Schedule C, Section 1.11	Firewall: Specifies minimum performance metrics (e.g., 5 Gbps throughput, 1 Gbps IPS throughput).	Can IHMCL clarify whether the firewall solution must be from a single OEM or if a combination of hardware and software from different OEMs is acceptable, provided the specified performance metrics are met?		As per RFP. The bidder may propose a firewall solution comprising hardware and software, provided the integrated solution meets all specified performance metrics and complies with the functional and security requirements outlined in the RFP.

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193	167-169	Schedule C, Section 2.10	Web-Portal: Requires real-time data visualization, customizable reports, and integration with the e-Notice module.	Can IHMCL specify the expected volume of concurrent users for the web-portal and any specific security standards that the portal must adhere to?		The web portal shall be designed to accommodate concurrent access by concerned officials at PIUs, ROs, NHAI HQ, and IHMCL, in addition to the internal users of the bidder. It should incorporate appropriate access control mechanisms, role-based access, and must be scalable to support future enhancements and evolving operational requirements.
194	166	Schedule C, Section 2.9 (7)	Integration with VAHAN database to retrieve Gross Vehicle Weight (GVW) based on VRN or VIN.	Can IHMCL confirm the availability and reliability of the VAHAN database API, and whether any downtime or access restrictions might impact real-time toll processing?		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
195	118	Schedule B, Section 8 (E-Notice Module)	E-Notice Module: The MLFF system shall include an e-Notice module for generating notices for vehicles crossing the Gantry/Lanes under violation category (e.g., without FASTag, invalid FASTag). The module requires integration with NIC e-Notice and NETC systems for processing.	Given that the e-Notice module requires integration with the NETC system, which involves coordination with approximately 40+ Issuer Banks, can IHMCL clarify whether delays in go-live due to the lack of readiness of Issuer Banks for e-Notice implementation will be exempted from the 5-month implementation timeline? Specifically, if Issuer Banks are not equipped to process e-Notices as per the NETC system requirements, will such delays be considered outside the Successful Bidder's control, and will an extension to the go-live timeline be granted without penalties?		No extension of timelines shall be granted on account of non-readiness of Issuer Banks. E-Notices module is primarily concern with Acquirer bank, NPCI and VAHAN (NIC).
196	120	Clause 3	E-Notice Process Flow:	What shall be done in case E-Notices are generated on Exemption vehicles if they doesn't have FASTag.		Refer Corrigendum-3
197	120	Clause 3	E-Notice Process Flow:	How to handle Exemptions of Ambulances, Local Police and other possible exemptions which is currently handled manually at plaza end. As in if vehicle is having Active FASTag then in MLFF amount shall be debited.		Refer Corrigendum-3
198	121	Clause 4	Process flow for Grievance Mechanism:	There shall be API for revoking E-Notices if Plaza finds that E-Notice is wrongly generated, also in scenario if user highlight wrong E-Notice directly to plaza. This shall help in reducing user escalations and inconvenience		As per RFP.
199	120	Clause 3	E-Notice Process Flow:	What shall be SLA for E-Notice if Vahan is down?		As per RFP.
200	119	Clause 2	Tag transaction flow by MLFF entity / Acquirer Bank:	If there is a discrepancy between Mapper Class & Vahan Class, the Acquirer can generate an E-Notice based on the Vahan class		As per RFP.

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201	119	Clause 2	Tag transaction flow by MLFF entity / Acquirer Bank:	DebitAdjustment for the reprocessed transactions should be extended to one extra day considering that transactions can be processed after 24 hrs basis ReqBalanceCheck		Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
202	121	Clause 4	Process flow for Grievance Mechanism:	Automated Grievance Handling via API: Dispute resolution should happen via API integration, removing dependency on manual work on NIC portal		As per RFP.
203	20	PQ 2 - Eligibility of Sub-Contractor (SI)	The bidder shall get the MLFF system work done through a reputed Sub-Contractor	Are we saying that the subcontractor can be from any field and its not mandatory to be from MLFF? Considering this is first MLFF project in India, so only MLFF experienced SI should be allowed to participate.		As per RFP.
204	19	PQ 1 – Entity	A) The bidder must be either i. A Scheduled Bank in the list of Agency Banks as notified by RBI as on Bid due date. OR, ii. A Payments Bank as notified by RBI as on BID due date.	As per RFP any bank can participate with this Bid irrespective of NETC Certified. Ideally there should be some capping on no of Toll Plaza which should be live with NETC FASTag services. So that only certified and experienced bank should be allowed to bid in this RFP		As per RFP.
205	20	PQ 2 - Eligibility of Sub-Contractor (SI)	The bidder shall get the MLFF system work done through a reputed Sub-Contractor	Qualification of Subcontractor should be related to MLFF (at-least one similar project anywhere across the globe)		As per RFP.
206	20	PQ 2 - Eligibility of Sub-Contractor (SI)	For Bidder & Sub-Contractor a) MOU Agreement signed between Bidder and Sub-Contractor (SI) specifying roles and responsibilities of both parties to be included along with technical bid as per format provided in Form T-10.	All Credibility is only of bank whether the Subcontractor performs or not perform as only Bank will be at risk. So, To reduce the risk of banks, We suggest the following: The Banks should be allowed to have 2-3 MoUs so that we can use same or atleast the best of 3 with us and after getting the project can go with the best one of those 3 selected.		As per RFP.
207	20	PQ 2 - Eligibility of Sub-Contractor (SI),	iii, The Bidder shall ensure that the Sub-Contractor/SI engaged by them is under an exclusive MOU with the acquirer bank and is not associated as Sub- Contractor/SI with any other Bidder participating in the same tender. For avoidance of doubt, if two or more bids is received having same Sub- Contractor/SI, all such bids shall be treated as non- responsive.	To reduce the risk of banks, We suggest the following: In case you do not agree with the above two, please allow the banks to quote directly and after getting the project allow them to select their preferred bidder		As per RFP.
208	110	Schedule B, Section - 1, C	c) The Bidder shall develop: MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza.	Can we utilize existing infrastructure/23 lanes of Gharaunda Toll Plaza, as redundant or main gantry		Yes, Bidder can utilize existing infrastructure at the fee plaza in addition to the minimum requirement (gantry etc.) as mentioned in RFP.

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209	110	Schedule B, Section - 1, C	c) The Bidder shall develop: MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza.	There should be flexibility to select the most suitable place for installation of Gantry, as there are chances that to cover 3 lanes of highway we might have to install gantry before 300-400 meter from existing toll plaza		Refer Corrigendum-3. The exact positioning of the gantries may be finalized by the Bank, in consultation with IHMCL, to optimize system performance and implementation feasibility.
210	110	Schedule B, Section - 1, C	c) The Bidder shall develop: MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 200m of existing fee plaza.	What should be the exact gap we need to keep between Main Gantry and Redundant Gantry kindly confirm. As Ideally we should keep minimum 50-100 meter gap between two gantries.		Refer Corrigendum-3
211	170	Schedule C, Section 2.11	2.11 Indicative Minimum Bill of Quantity (BOQ):	If ANPR cameras which is used on Gantry can provide vehicle classification. So can only use ANPR and not install Radar and Lidar for vehicle classification		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
212	171	Schedule C, Section 2.11	2.11 Indicative Minimum Bill of Quantity (BOQ): Sr. No B-6- Control Room: Firewall with all licenses Sr. No C-9- Firewall at CC (Control Centre)	Firewall is mentioned twice, can we consider this as one.		As per RFP.
213	171	Schedule C, Section 2.11	2.11 Indicative Minimum Bill of Quantity (BOQ):	Can we add/remove no of hardware's depending the project requirement for successful implementation		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
214	134	Clause 11	Consistent Penalty: If the penalty is more than 10% of Cash performance security for 3 consecutive months, it may be considered as breach and IHMCL reserves the right to terminate the contract and forfeit the PBG.	As 10% of Cash Performance Security is 1.8 Cr. So for 3 consecutive days it shall be 5.4 Cr. So, is it like bidder may get total penalty of 5.4 cr for entire 5.5 years of project time.		As per RFP.
215	General	General	INR 3000 Pass for users	As 40% of traffic and revenue at Gharaunda Toll Plaza is of Car. So, once 3000 INR pass for car users to pass all NHAH toll plaza is live in production. Then this will severely impact the estimated revenue of plaza. So, kindly confirm if bidder shall be getting their quoted percentage on all Non-Fin transactions of all such Active passes.		Refer Corrigendum-3

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216	16	EMD	EMD Amount is increased from 30 Lakh to 50 Lakh.	EMD amount is revised to 50 Lakh which was 30 Lakh in earlier same tender. We request you to revised it to 30 Lakh as we have already prepared necessary document/BG in reference of 30 Lakh. As we understand O&M period is increase, however there is no change in tender processing period & EMD is valid only till the LOI issued to winner bidder, hence ideally EMD should not increased.		Refer Corrigendum-3
217	19	3.1. PRE-QUALIFICATION CRITERIA	PQ- 2 – Eligibility of Sub- Contractor (SI) iv. In case the Sub-Contractor is a firm incorporated abroad, it may associate with firm(s) incorporated in India for assistance in implementation, operations and other allied works required for MLFF Tolling.	Is this mandatory or optional for foreign sub-contractor to Incorporate with indian SI. Is there any document		As per RFP.
218	31	6.5. (c) PERFORMANCE SECURITY	c) The Performance security shall be increased by additional 50% of amount mentioned at 6.5(a), in form of Bank Guarantee in case, the Clean Transaction amount in any financial year increases by 50% of Clean Transaction amount collected in next financial year corresponding to the Bid due date.	More clarity required , why Performance security correlated with clean transactions amount .Since its already very high.& clear txn will reduce the risk of loss. Then why PBG amount getting doubled ?		Refer Corrigendum-3
219	86	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	3) ANPR Camera Accuracy The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit. The bidder shall be solely responsible of deployment of any additional arrangement e.g. lighting etc. to achieve the desired accuracy.	consider only standared and clarifiy visible VRN plates , vernacular VRN should not consider.		<p>The 99% ANPR accuracy refers to the ANPR system's overall performance, considering recognition from either the front or rear license plate. Number plates that are "humanly not readable" shall be excluded from the total count used for accuracy calculation.</p> <p>A license plate shall be considered "humanly not readable" if its alphanumeric characters cannot be accurately identified by a person with normal vision under standard daylight or lighting conditions, due to factors such as physical damage, obstruction (e.g., mud, dust, stickers), tampering, or any deliberate alteration that renders the plate illegible to the naked eye.</p>

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220	89	1.2.17.4.(c) Damages for non-adherence of Service Level Agreement (SLA)	To verify the undertaking or even otherwise, every quarter, IHMCL or its representative can do an inventory or inspection of the items that are to be present and working as per the technical bid. If technical requirements are not found to be met, IHMCL can pause the calculation payments until all technical requirements are met again. In such cases, IHMCL will eliminate the paused period and make prorated payments for that quarter.	How Prorated Payment Calculated?		As per RFP.
221	110-102	1.2.35. Consequence of Termination	I. Depreciated value of the equipment(s) and shall take into possession the installed equipment(s). In such a case the depreciating cost of the equipment shall be calculated as below :b) If the unit cost of any equipment is Rs. 100/-, after 1 year, the depreciated cost of the equipment remains Rs. 66.66/-. Similarly, after the 2nd year, the cost of equipment remains Rs. 33.33/-, and after the 3rd year, the cost of equipment remains Rs. 0/-.	Depreciating cost of equipment shall be calculated for five years, as O&M period is 5 years.		Refer Corrigendum-3
222	Page 163 of 178	2.6 Detector-LIDAR & RADAR	Vehicle passage detection shall utilize a LiDAR radar scanner mounted overhead to scan the road surface for vehicles entering the capture zone. Upon detecting a vehicle within zone, the system shall trigger the vehicle passage event, initiating the capture process.	Is LIDAR mandatory, or can alternative sensors be used if the bidder can demonstrate equivalent accuracy.		As per RFP.
223	Page 161 of 178	2.3 ANPR and Application, Clause 9	The system support reading accuracy upto 99.5% of standard number plate vehicles number plates which are visible by human eyes	As per Page 86 ,Clause 3 "The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit. " Mismatch of data .Requesting minimum accuracy of 99 % to be considered .		As per RFP.
224	Page 163 of 178	2.5 Audit Surveillance Camera, Clause b	Adequate illumination, such as IR flashers, shall be installed to enhance the accuracy of the camera during nighttime operations. The camera's image quality must be clear enough to count and vehicles with color based, color code and their types passing under the gantry/canopy. It shall also capture video with clear number plates within a range of 30 meters.	*Audit camera & ANPR camera Infrared illuminators may interfere at night (Global shutter camera with pulsed IR flash) To avoid such scenarios we request for the positioning of audit camera in a manner opposite to ANPR camera so as IR flash do not interfere each other * As per the clause Audit camera is required to provide ANPR detection also. We request a clarification whether it is mandatory or video recording is enough to get the vehicle count		As per RFP.
225	Page 170 of 178	1. MLFF Through Gantry:	Dual gantry per direction suggested in RFP	Kindly clarify whether all sensors are required to be installed on both gantry		As per RFP.
226	Page 141 of 178	1.4 Automatic Number Plate Recognition System, 2.c	Speed Detection speed Upto 150 km/hr. or higher	Requesting for more clarity whether speed detection is required		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
227				Requesting to clarify whether rear camera is required or ANPR camera for the same be utilised for the purpose. Also Some sensors have limitations when facing rear view requesting to allow the bidder to choose rear sensors as per their design		As per RFP.
228	Page 86 of 178	3.ANPR Camera Accuracy	The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit.	Requesting to include the proof for for Day & Night accuracy as a mandatory clause		As per RFP.
229	19	3.1. PRE-QUALIFICATION CRITERIA	The bidder shall get the MLFF system work done through a reputed Sub-Contractor (hereinafter also referred to as System Integrator, or SI), subject to the following conditions:	<p>The Clause on eligibility of the sub-contractor does not seek any experience criteria of the sub contractor while it is the sub-contractor who is bringing the entire technical know how of the project.</p> <p>The Pre-qualification criteria fails to scrutinize the bidders on the basis on competency, relevant experience, scale and credibility.</p> <p>It is surprising to see that, the qualification criterion is silent on the technology and experience of MLFF. All procurement guidelines across any center & state agencies, seeks experience of similar works, which in this RFP is completely missed out. It has been left wide open for anyone to participate without having required technological experience. It is pertinent to mention that, as a nation it took us many years to streamline ETC operations and performance at our toll plazas, and now we are taking a step forward without setting any technology & experience benchmarks for MLFF.</p> <p>We, therefore, humbly request to have mandatory MLFF experience criteria set for the sub-contractor.</p>		As per RFP.
230	19	3.1. PRE-QUALIFICATION CRITERIA	The bidder shall get the MLFF system work done through a reputed Sub-Contractor (hereinafter also referred to as System Integrator, or SI), subject to the following conditions:	<p>The Clause on eligibility of the sub-contractor seeks only general criteria like registration, MOU etc.</p> <p>IHMCL is embarking on a new technology deployment with clear objectives of increasing throughput and reducing congestion and with stiff SLAs on vehicle counting, classification etc. The system is supposed to seamlessly integrate with third party systems and provide world class experience for end users.</p> <p>In such a scenario, we suggest that the RFP seeks experience of MLFF from System Integrators. Such SIs will not only bring a proven technology but also experience of geography specific customizations. In absence of relevant MLFF experience, the initiative of migrating Indian toll industry to next level (MLFF) may face failure in pilot itself.</p>		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
231	20	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	MLFF software IPR	<p>The clause mentions several criteria for the equipment & OEMs to ensure that only high quality OEMs are brought into the system.</p> <p>However, on the other hand, the clause fails to set any criteria for the MLFF software which is the key component of the system. It is the MLFF Software which will run services like ANPR, Class matching, Tag Validation, e-notice generation, settlement and recon with IHMCL and for reasons unknown to the bidders, the RFP is silent on MLFF software experience which is heart of this project's success. Even something as basic as IPR ownership of the MLFF Software has not been sought.</p> <p>We suggest that the RFP seeks MLFF IPR ownership for the solution proposed.</p> <p>Further, we suggest that RFP seeks experience of integration with Vahan/NIC to enable participation by SIs who can bring quality and capability to deploy the system.</p>		As per RFP.
232	30	6.3. SELECTION AND AWARD CRITERIA	IHMCL will award the Contract to the bidder whose bid has been determined to be responsive as per criteria defined above and who has quoted the lowest revenue share in the Financial Bid form F-1.	<p>The RFP seeks quotation from the bidders in the form of revenue share from the toll collection amount. The RFP, however, does not specify the toll collection value on the specified highway stretch / existing toll plaza.</p> <p>We suggest that the toll collection amounts of previous, current and future financial years are specified to enable appropriate estimation. In this absence of such values Bidders will work on assumptions of their own and IHMCL will end comparing / evaluating bids which do not have the same base.</p>		The bidders are strongly advised to carryout their own traffic studies for assessment of traffic volume. The MLFF system design should be modular and scalable to accommodate future lane expansion, as required.
233	31	6.5. PERFORMANCE SECURITY	The Successful bidder shall furnish a Performance Security totaling Rs. 18,00,00,000/- (Rupees Eighteen Crore Only) for a period of 6 years from the Date of LOA in following instruments:	The Financial structure of the RFP is such that the bidder will have to invest in a large amount of Capex which he will recover over a period of 5 years. In such a case, bidder is not only heavily invested but also running on negative cash flow for several years. PBG of 18 Crore is a very heavy burden on the bidder in such a scenario. We suggest rationalization of the PBG to 5,00,00,000 (five crores) only to reduce the financial loading on the bid.		As per RFP.
234	31	6.5. PERFORMANCE SECURITY	The Performance security shall be increased by additional 50% of amount mentioned at 6.5(a), in form of Bank Guarantee in case, the Clean Transaction amount in any financial year increases by 50% of Clean Transaction amount collected in next financial year corresponding to the Bid due date.	<p>In our understanding, higher number of clean transactions would mean that a robust system has been implemented and revenue collections via FASTag itself are increased. It reduces the revenue attributed to e-notices, which may go uncollected.</p> <p>Therefore, additional PBG in event of higher clean transactions is counter productive to the bidder and SI. We suggest that this clause be removed to encourage SIs to pursue clean transactions.</p>		Refer Corrigendum-3

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235	101	1.2.35. Consequence of Termination	During (05 Months Implementation period) + O&M Period (60 months) : 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.	Considering that the O&M tenure is 5 years, we suggest that the depreciation period be synced to 5 years to enable 20% depreciation every year and provide uniformity to the RFP structure.		Refer Corrigendum-3
236	130	10. Service Level Agreement	Vehicle Count (For Tollable only): 99% Vehicle count (on daily basis) and For any missing count of any vehicle in the accuracy, a penalty of Rs 100,000 shall be applicable Per day.	<p>From this statement, we understand that, if vehicle count accuracy is between 98% & 99%, then there shall be a per day penalty of Rs. 100,000. Below 98%, the contract is liable for termination. Kindly confirm on the understanding. Also if this is not in line with RFP clause, please clearly mention the applicable penalty of "for any missing count of any vehicle in accuracy".</p> <p>As per our understanding, penalty of Rs. 100,000 per day is very high and could be far greater than the revenue of the vehicles missed altogether. We suggest that this be rationalized to say 5,000 per day.</p>		As per RFP.
237	130	10. Service Level Agreement	Vehicle Classification (For Tollable only): 99% Vehicle Classification (on daily basis)	<p>99% classification accuracy at high speeds in a free flow scenarios is a very high SLA. Even after 20 years of tolling in India, none of the system is able to achieve 99% in classification and that too at stop & go traffic. Also, it is to be considered that commercial vehicles in India are not of standard dimensions and are modified.</p> <p>We suggest this SLA be reduced to 96% to make it realistic to real world scenarios.</p>		As per RFP.
238	130	10. Service Level Agreement	Cap on penalties	<p>The SLA clause does not provide any cap on penalty that can be levied on the Bidder. We suggest that the cap on penalties be set as:</p> <p>i) a max penalty of 10% of the monthly revenue attributed to the bidder for that month.</p> <p>ii) and overall cap of Rs. 1,50,00,000 during the tenure of the project. This was there in previous tender which got cancelled after submission of bids.</p> <p>This will make the project viable for the bidders.</p>		Refer Corrigendum-3
239	130	10. Service Level Agreement	stabilization period	The RFP intends immediate application of SLA & Penalty post SAT and Go-Live. Considering the critical nature of the system, we suggest that a stabilization period of 6 months be provided during which the system is continuously optimized and only then the SLA and penalties are made applicable. This will ensure project viability and allow SI to work in due earnest.		As per RFP.
240	130	Un availability of Images and video	Per Instance penalty shall be Rs 10,000 is applicable along with revenue loss incurred from unidentified vehicles.	This penalty is very high, it is more than the loss incurred by IHMCL in case a vehicle is missed altogether. We suggest that this be reduced to Rs. 100 per instance + the revenue loss from the vehicle.		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
241	136	1.1 RFID Reader	Reader Speed Detection 100 km/hr. or higher	<p>We would like to bring to your attention a critical inconsistency in the RFP regarding speed ratings for various equipment intended to be installed on the same gantry as part of the MLFF (Multi-Lane Free Flow) solution. Range for RFID reader is 100 km/hr. and Other MLFF Gantry associated equipment has been rated significantly higher, as shown below:</p> <p>RFID Reader : 100 kmph Audit Surveillance Camera: 150 kmph ANPR Camera: 150 kmph LIDAR: 220 kmph RADAR: 150 kmph ANPR Application: 150 kmph</p> <p>Designing the system around variable speed limits could compromise the overall efficiency, accuracy, and reliability of the MLFF system.</p> <p>It also appears that the RFP has been structured around specific OEM specifications rather than allowing flexibility for MLFF solution providers to propose a technically sound and integrated system architecture. This could hinder innovation and reduce the effectiveness of the overall MLFF solution. Notably, last version of the RFP included specific experience requirements related to MLFF solutions, especially for MLFF software and key OEM components. However, these critical experience requirements appear to have been removed in the current version, potentially exposing the project to significant implementation risks.</p> <p>In light of these issues, we request to:</p> <p>1. Reevaluate and maintain consistency in the speed ratings</p>		<p>As per RFP.</p> <p>The specified speed rating requirements for each equipment type have been defined to ensure optimal performance of the MLFF system, based on prevailing industry standards and capabilities of available solutions. These specifications are aligned to achieve reliable, synchronized operation across all MLFF components. Additionally, the specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.</p>

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242	22	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	j) All CCTV Cameras OEMs proposed under this project must fully comply with all applicable regulatory guidelines, standards, and certifications as prescribed by the Government of India. Documentary evidence of such compliance must be submitted prior to commencement of System Acceptance Testing (SAT). Failure to comply with this requirement shall constitute a material breach of the Contract, entitling the Purchaser to take appropriate remedial action, including but not limited to replacement of non-compliant cameras, termination of the Contract and forfeiture of performance security.	<p>As per the latest government notification dated 23rd April 2025, all existing BIS certifications for CCTV cameras have been cancelled, and it is now mandatory for CCTV OEMs to comply with the updated certification requirements under the revised guidelines.</p> <p>In light of this, we understand that only those CCTV cameras which are compliant and certified as per the new government guidelines should be considered eligible for quoting under this RFP. Kindly confirm if our understanding is correct.</p> <p>Additionally, we request you to amend the qualification criteria and list of approved camera makes in alignment with the current government directive. This will help ensure compliance and avoid potential delays in project implementation due to the unavailability of compliant certifications for importing cameras from the RFP approved makes.</p>	<p>As bidder, we do not have control over the OEM's certification timelines or guarantee of compliance. It is also possible that the quoted camera model may not meet the final certification criteria as prescribed under the new government guidelines. In such a scenario, the project could face unforeseen delays during the implementation phase.</p> <p>In view of this, we request you to kindly either: Clarify the expectations and provide a workable provision, or Delete the clause holding bidders accountable for OEM certification, and instead consider only those models currently certified as per the latest guidelines.</p> <p>This will help mitigate risks related to compliance uncertainty and ensure smoother</p>	As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.
243	29	6. BID EVALUATION CRITERIA AND SELECTION PROCEDURE 6.1. EVALUATION PROCESS	l) If two or more bids is received having same Sub-Contractor, all such bids shall be treated as non-responsive.	We understand that a bidder is permitted to propose only one subcontractor, and likewise, a subcontractor is allowed to participate with only one bidder under this RFP. Kindly confirm if our understanding is correct.		The understanding is correct.
244	67	Form T-11 Undertaking for Compliance	* The Bidder shall mention the name of all the OEM(s) being proposed for the concerned equipment.	We understand bidder can propose any number of Make and models for these items, please confirm.		The understanding is correct.

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245	67	Form-T:13 – Manufacturer's Authorization Form (MAF)	vii. We will comply with all applicable regulatory guidelines, standards, and certifications as prescribed by the Government of India. Documentary evidence of such compliance will be submitted prior to commencement of the System Acceptance Testing (SAT). We understand that failure to do so will constitute a material breach of contract, which may result in replacement, contract termination, and/or forfeiture of performance security.	<p>We would like to draw your kind attention regarding the clause related to the Manufacturer Authorization Form (MAF) and Performance Security in the RFP.</p> <p>The MAF shall be signed and issued by the respective OEMs, confirming their support and compliance. The Performance Security shall be submitted by the bidder, as the entity contractually responsible for project execution. However, the current clause appears to hold the bidder responsible for any non-compliance by the OEM and vice versa. Since the bidder cannot enforce or guarantee OEM certification or compliance beyond the scope of the MAF, and similarly, OEMs are not accountable for the bidder's contractual obligations, we request the clause be amended accordingly to reflect a clear and justifiable separation of responsibilities.</p> <p>This will ensure fair accountability and avoid ambiguity during project execution.</p>	Clause shall be amended in line with OEM and bidders liability. In case of non compliance to this requirement OEM shall be barred and not bidder or else IHMCL shall allow only the compliant OEMs as on date.	As per RFP.
246	67 & 169	Form F-2: Format for Equipment Cost break up & 2.11 Indicative Minimum Bill of Quantity (BOQ):	4. Line items not applicable to the bidder's proposed design may be left blank. The rates should include all statutory taxes/levies, excluding service tax/GST (as applicable). Updates should be made according to the reference RFP shared by IHMCL.	<p>We understand that the list of BOQ items provided is for reference only, and that bidders are permitted to add or remove items based on their proposed solution. Kindly confirm if our understanding is correct.</p> <p>This will help us ensure that our proposal aligns fully with the project expectations.</p>		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
247	81	7. Electricity Power Management:	b) Lighting: The Bidder shall ensure to maintain the existing lighting at toll plaza area for seamless operation and road safety.	<p>We understand that the lighting for the plaza area—including high mast lighting and other areas such as buildings—will be under the scope of the civil contractor responsible for constructing the plaza building. Additionally, one-time and recurring charges related to electricity, DG fuel, and maintenance for areas other than the MLFF gantry area & Plaza control room shall be outside the scope of the successful MLFF contractor/System Integrator.</p> <p>Kindly confirm if our understanding is correct.</p>		As per RFP.

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248	90	1.2.19. Payment Terms	ii. 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).	<p>We request your kind consideration to amend the clause that mandates the availability of both front and rear number plates for the issuance of a notice.</p> <p>In practical scenarios, it is possible that only one number plate (either front or rear) is visible or captured due to vehicle orientation, lighting conditions, or obstructions. However, even in such cases, sufficient evidence may be available—such as timestamped images, location metadata, or partial plate recognition—to validly support the issuance of a notice.</p> <p>Accordingly, we propose that the clause be revised as follows:</p> <p>ii. 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 or rear).</p>		As per RFP.
249	142	1.4 Automatic Number Plate Recognition Systems	r. Preferred OEMs: Pelco/Avigilon, Axis, Vivotek, FETCI, BOSCH, Tattile	<p>We would like to bring to your attention that none of the OEMs currently referenced are fully compliant with the RFP specifications. Furthermore, as per the mandatory Government of India guidelines for cameras (Gazette Notification Ref: CG-DL-E-09042024-253632 dated 09 April 2024), foreign OEMs such as Tattile and Fetci are not positioned to comply with the essential requirements, rendering them non-competitive under the prevailing regulatory framework.</p> <p>In addition, FETCI operates as a system integrator and maintains direct engagements with banking institutions, thereby making it unavailable for collaboration with other solution providers. These factors are significantly limiting the ability of bidders to present optimal solutions aligned with both technical and regulatory needs.</p> <p>In view of the above, we request IHMCL to:</p> <ol style="list-style-type: none"> 1. Allow deviations in the camera specifications proposed by the preferred OEMs and consider technically non-compliant solutions. 2. Accept the proposed make and model from these OEMs even if they do not meet the mandatory Gazette requirements. 3. Permit that, in the event compliance with Gazette requirements becomes mandatory during implementation, IHMCL will bear the additional cost required to meet such compliance. <p>OR else, we request IHMCL to amend the current RFP specifications in line with the latest Government guidelines. This would enable bidders to propose a fully compliant technical and functional camera solution that adheres to all</p>	As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.	As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.

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250	147	11. Operating Temperature	5 degree C to 40 degree C, should be an Industrial grade model	There seems a typo error in this requirement. As the server shall be installed in temperature controlled environment, hence an industrial grade server is not required. Please amend the clause as below: Should be an Industrial/Data Centre grade model		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
251	150	1.11. Firewall	7. SSL decryption + Threat Protection 1000	The mentioned specification are restricting to participate OEMs. Kindly amend the clause as below: "SSL/TLS Inspection throughput 1000 Mbps or better"		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
252	150	1.11. Firewall	10. I/O ports (rear) 2 x USB 2.0/USB 3.0	The mentioned specification is restricting to participate OEMs. Kindly amend the clause as below: "1XUSB 2.0 & 1xUSB 3.0"		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
253	157	1.17 Video Wall & Controller	Same OEM for Controller and Display: Display Controller and management software shall be from the same OEM. The number of outputs shall be capable to drive number of cubes to achieve the resolution.	We would like to highlight that most reputed display manufacturers do not produce their own video wall controllers. In order to provide the best possible display solution for this opportunity, we request that the criteria should be relaxed to allow the inclusion of high-quality third-party video wall controllers. This flexibility will enable us to propose an optimal combination of industry-leading displays with a reliable and compatible video wall controller, ensuring superior performance, scalability, and long-term support. Please amend the clause as below. Same/Different OEM for Controller and Display: Display Controller and management software shall be preferably from the same OEM. The number of outputs shall be capable to drive number of cubes to achieve the resolution.		As per RFP.
254	159	2.3 ANPR and Application	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.	We understand that ANPR cameras with either edge-based or central processing-based solutions shall be acceptable for this project. Kindly confirm if our understanding is correct.		As per RFP.
255	164	2.7. Firewall	ii. Protect the Network, Data, and machine from Malicious code	The mentioned specification is restricting participation of reputed OEMs. Kindly amend the clause as per below: "Protect the Network, Data, and machine from Malicious traffic using Advanced threat Protection and Threat feeds integration"		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
256	165	2.7. Firewall	vii. The firewall must be capable of managing multiple firewalls from different vendors, both virtual and physical, providing seamless integration and centralized management.	<p>The referenced clause presents a significant obstacle to the participation of potential OEMs in this tender. Most OEMs are unable to provide support for managing third-party firewalls, which effectively limits competition and excludes otherwise qualified vendors. Please amend the clause as below:</p> <p>vii. The central management console must be capable of managing multiple firewalls in same console, both virtual and physical, providing seamless integration and centralized management.</p>		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
257	90	Clause 1.2.18 (b)	Under no circumstances shall the percentage revenue share quoted by the Bidder be revised upwards, even if there is an increase in any tax, statutory, or financial liability of the Bidder that was not in existence or prevalent at the time of bid submission	<p>As per this clause, the Bidder/SI shall not be entitled for any upward revision in revenue share even if there is any increase in the tax rate or any other statutory liability, the Bidder/SI will have to bear the burden of additional liability.</p> <p>We request modification in the clause to allow modification based on change in rate of taxation by the government. Such an event is out side the control of the bidders. Kindly consider.</p> <p>"Under no circumstances shall the percentage revenue share quoted by the Bidder be revised upwards, except of an increase in any tax or statutory liability of the Bidder that was not in existence or prevalent at the time of bid submission."</p>		As per RFP.
258	132	Note (iii) after SLA Penalty details	Any other losses to revenue due to system issues/downtime shall be borne by bidder. Recovery of such losses shall be recovered from the bidder.	<p>This looks to be a case of Double jeopardy for the Bidder/SI as for the same downtime instance Bidder/SI shall be pay SLA penalty (the penalty amounts have already considered the potential revenue loss) as well as liable for revenue loss due to downtime.</p> <p>We suggest that, the maximum liability of the Bidder/SI should be limited to the prescribed SLA penalty for the breach of respective SLA parameter and Bidder/SI will not be liable for revenue loss.</p>		Refer Corrigendum-3
259	Page No. 70	Form T-13, Point No. vii	We will comply with all applicable regulatory guidelines, standards, and certifications as prescribed by the Government of India. Documentary evidence of such compliance will be submitted prior to commencement of the System Acceptance Testing (SAT). We understand that failure to do so will constitute a material breach of contract, which may result in replacement, contract termination, and/or forfeiture of performance security.	Can you please inform us about all regulations which our camera needs to comply to, so we can check it?		As per RFP.

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260	Page No. 70	Form T-13	Further, we hereby extend our full guarantee and warranty for the goods offered by the above mentioned Bidder as per the terms and conditions of the RFP and the resulting contract.	Do you confirm that we need to offer 5 years product warranty? as our standard product warranty is 2 yrs, we would need to add an extension of +3 yrs. Please confirm.		As per RFP.
261	Page No. 72	Form F-2	BOQ Item Name: A3- Detector-Radar A4- Detector-LiDAR	Why are both following items required: "Detector - Radar", "Detector - Lidar"? Radar -> Speed, Lidar -> Counting & Classification?		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
262	Page No. 72	Form F-2	BOQ Item Name: C3- ANPR Application Per Channel	What does following item mean: "ANPR Application Per Channel"? Does it mean that the ANPR engine is meant to be on server level?		As per RFP.
263	Page No. 86	Clause: 1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	Sr. No. 2, Vehicle classification accuracy Evaluation of the MLFF system's ability to correctly classify all tollable vehicles passing through the gantry as per the vehicle classification norms defined in the RFP under clause Schedule B, Clause 10, SL no. 8.	Is it expected that our ANPR camera provides the vehicle classification? In our current understanding after reading the tender notice, we assume that the classification will be done by the Lidar. Do you confirm?		As per RFP.
264	Page No. 86 & 87	Clause: 1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	Sr. No. 3, ANPR Camera Accuracy The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit. The bidder shall be solely responsible of deployment of any additional arrangement e.g. lighting etc. to achieve the desired accuracy.	As all types of VRN plates should be recognized during day and night and that many plates are not IR reflective, please can you confirm again that you will foresee visible light, so that the non-reflective plates are also visible with the human eye during night?		As per RFP.
265	Page No. 141	1.4 Automatic Number Plate Recognition Systems	Point No. 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.	Configurable. Our camera is able to provide at least 5 seconds each, before and after.		As per RFP.

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266	Page No. 141	1.4 Automatic Number Plate Recognition Systems	Point 2 (f): Typical Range: 40 meters. or better	40m possible, but we recommend a range of 10-30m		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
267	Page No. 141	1.4 Automatic Number Plate Recognition Systems	Point 2 (h): Auto Iris Control: Yes	Iris configurable remotely and automatic control of exposure time; As we would like to keep the focus point of the ANPR camera constant, we prefer this approach to achieve high-end performance.		As per RFP.
268	Page No. 142	1.4 Automatic Number Plate Recognition Systems	Point 2 (l): Power: 24/48V DC or compatible	PoE+		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
269	Page No. 142	1.4 Automatic Number Plate Recognition Systems	Point 2 (n): Frame Rate: Upto 50/60 fps with controllable bit rate and frame rate	MACQ: 10 (full image) fps => our camera is specially designed for 1-2 lanes and up to 180km/hr.		As per RFP.
270	Page No. 142	1.4 Automatic Number Plate Recognition Systems	Point 2 (p): Camera Housing: The camera shall be housed in a suitable housing to protect them from solar radiation, UV, dust, and rain. The field of view of the camera shall not be obstructed by the housing. Picture quality or optical performance shall not be degraded by the housing. The Housing shall have IP-67/IP 68 rating for Weather-proof with better dust & dirt protection, and NEMA 4X-rating or IK10 or higher rating for Vandal-proof. The housing shall have built-in heater and blower.	IK07 No extra devices integrated. Heater not needed, as camera is heating itself during operation. Blower not needed thanks to integrated designed passive cooling system.		As per RFP.
271	Page No. 142	1.4 Automatic Number Plate Recognition Systems	Point 4a: The system should be capable of continuous video recording in control center in Unified Storage for 30 days. It should be noted that at any point of time the local storage at the base station should have the data of previous 30 days.	streaming can be sent to central storage location		As per RFP.
272	Page No. 143	1.4 Automatic Number Plate Recognition Systems	Point 4b: Direct extraction through any physical device like USB, Hard disk shall be possible through Unified Storage.	QCAM3 has not the possibility to transfer data on an externally connected storage device such as USB-Stick or SD card.		As per RFP.
273	Page No. 143	1.4 Automatic Number Plate Recognition Systems	Point 4c: The Camera shall have inbuilt SD card slot and shall be provided with at least 128 GB class 10 SD card.	No SD card, but integrated SSD		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
274	Page No. 161	2.3 ANPR and Application	Table Point 6: The system can capture vehicle color and label them as per predefined list of configured system colors. System allows option to search combination if vehicle color with vehicle registration number plate.	Possible but accuracy only acceptable during daytime when the color is well recognizable also with the human eye. As this feature has not been requested before, the 2x cameras sent have not these features. Nevertheless, we can install them remotely as well.		As per RFP.
275	Page No. 161	2.3 ANPR and Application	Table Point 8: The system shall be equipped with IR Illuminator in-built as well as external to ensure clear images including illumination of the Number Plate under low light conditions and nighttime.	The QCAM3 has embedded IR and works perfectly fine for 1 lane as long as the plates are reflective. If they are not reflective, visible light is required. The QCAM3 has not the possibility to connect an external IR illuminator to it.		As per RFP.
276	Page No. 161	2.3 ANPR and Application	Table Point 12a (g): Time Stamp of RFID Reader at the time VRN captured by ANPR	Not possible, as we don't have the RFID reader timestamp. Could be feasible if Macq provides M ³ . In this case, to be validated.		As per RFP.
277	Page No. 163	2.6 Detector-LIDAR & RADAR	Point (b): Vehicle passage detection shall utilize a LiDAR radar scanner mounted overhead to scan the road surface for vehicles entering the capture zone. Upon detecting a vehicle within zone, the system shall trigger the vehicle passage event, initiating the capture process.	Our QCAM3 detects vehicles automatically and triggers the vehicle passage itself. It does not require any Lidar or Radar.		As per RFP.
278	Page No. 18	2.3 b	No Bidder shall submit more than one Bid for the Project. JV/Consortium are not allowed to bid.	Since MLFF is a highly technology based project, System Integrator should be considered as Technical Partner in Lead and the JV partner should be Financial Partner. Hence JV / Consortium should be allowed.		As per RFP.
279	Page No. 128	10	SLA: (i) The Parties acknowledge caused to the public. (ii) The Parties further impact of such breaches.	Since JV / Consortium is not allowed, Parties should be replaced by Acquirer Bank (Bidder)		As per RFP.
280	Page No. 129	3 (SLA Table)	Maximum permissible downtime for all equipment shall be 44 minutes per month, subject to availability of MLFF system through redundant System (Gantry/Lanes).	This 44 minutes time is very small to resolve any issue. It should be preferably minimum 2 hours.		As per RFP.
281	Page No. 129	7 (SLA Table)	Vehicle Count -Penalties : For any missing count of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable Per day.	Penalty of Rs. 100000 on a single vehicle count is unjustified. It may be double the Toll fee amount per vehicle count.		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
282	15	1.1.1	Implementation Period :05 months	<p>As per the latest guidelines issued by MeitY vide Reference Registration/Meity/CCTV Camera Dated 22nd October 2024 and Gazette of India vide CG-DL-E- 09042024-253632 Dated 9th April 2024 it was directed to get the cameras and recorder to be tested through Third Party Testing Laboratories (STQC) and get the certification in-line with guidelines set out by Gazette of India by 9th April 2025 failing the due timeline will cause cancellation of BIS certificates and License for selling the product in India.</p> <p>Considering the certification & supply chain constraints due to same, the OEMs are providing the delivery timeline of beyond 08 months. Hence it is requested to kindly increase the delivery timeline to at least 10 months to cater the same</p>		As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.
283	118	7. E-Notice Module:	E-Notice Module	The RFP mentions in several instances under the e-Notice process that the MLFF entity/Acquirer Bank will push e-Notice requests to NPCI. We seek clarification on which party is responsible for initiating the e-Notice request to NPCI, considering that the System Integrator (SI) does not have direct communication access with the NPCI system. Additionally, please confirm whether integration with the VAHAN database will be required to retrieve vehicle registration details for FASTags that are currently registered using chassis numbers.		As per RFP.
284	129	3. Availability of all MLFF Equipment and Software in Control Center	<p>The uptime availability of all equipment of MLFF system shall be 99.9% per month</p> <p>Maximum permissible downtime for all Equipment shall be 44 minutes per month, subject to availability of MLFF system through redundant System (Gantry/Lanes).</p> <p>If system availability is below than 98%, it shall be considered as a breach</p>	It is requested that system downtime be considered only in instances where it leads to a direct revenue loss at the project site. Situations where the system is not operating in redundant mode but there is no impact on toll revenue should not be classified as downtime for penalty purposes. Furthermore, we request that penalties be applied strictly in cases where there is a quantifiable financial impact, and that penalties arising from operational issues without revenue implications be excluded from the bidder's scope of liability.		As per RFP.
285	129	6. SLA – Wrong e-Notice Issued	₹1,000 per wrong e-notice.	Request to impose penalty only when the error is proven through audit or leads to user complaint/revenue loss.		As per RFP.
286	129	7. SLA-Vehicle Count (For Tollable only)	<p>99% Vehicle count (on daily basis)</p> <p>-For any missing count of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable Per day.</p> <p>-Below 98% accuracy, shall be considered as breach.</p>	<p>It is requested to reduce penalty to ₹10,000 per day. Also it is requested to consider instances that resulted in direct revenue loss</p> <p>Requesting to lower breach threshold to 95% and introduce a tiered penalty mode for same.</p>		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
287	130	8. SLA-Vehicle Classification (For Tollable only)	99% Vehicle count (on daily basis) -For any missing classification of any vehicle in the accuracy, a penalty of Rs 100000 shall be applicable Per day. -Below 98% accuracy, shall be considered as breach.	It is requested to reduce penalty to ₹10,000 per day. Also it is requested to consider instances that resulted in direct revenue loss Requesting to lower breach threshold to 95% and introduce a tiered penalty mode for same		As per RFP.
288	130	9. SLA – Unavailability of Images/Videos	₹10,000 per instance + recovery of lost revenue.	Request to cap total penalty for image/video issues per day and provide a window for resolution before penalty is applied.		As per RFP.
289	130	10. SLA – Remote Video Check	₹5,000 per camera/day for any access issues.	Request to waive penalties in case of genuine network issues or power outages, and allow 24-hour rectification window before imposing penalty.		As per RFP.
290	133	15. SLA – Spare Inventory	₹3,00,000 per instance of not maintaining 10% critical spares.	Request to reduce to ₹50,000 per instance and provide 7-day buffer period to replenish inventory before applying penalty.		As per RFP.
291	141	1.4 ANPR System	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	As evidence for enforcement purposes, the number plate image along with front and rear full vehicle images are sufficient. Therefore, we request that the requirement for video footage be reconsidered and removed from the scope		As per RFP.
292	159	2.1 RFID reader	The RFID Reader shall authenticate and process the information from FASTag efficiently and securely.	Currently there is no authentication in FASTag. Gantry MLFF Application will read 3 memories (EPC, TID and user data) of the tag and process it. Please clarify what type of authentication is required.		As per RFP.
293	163	2.6 Detector LIDAR-RADAR	A detector that does not change its status at least once during a stage execution shall be notified to the Server (in MLFF) at the termination of the associated stage.	Requirement is not clear. Request to explain in details.		As per RFP.
294	160	2.3.1 System parameter	OCR engines need to be designed and customized as per the multiple number plate and various Indian scripts apart from standard HSRP number plates	It is requested to kindly keep Non HSRP number plates be kept out from SLA enforcement		As per RFP.
295	161	2.3 ANPR and Application/System Parameter/12(a)	The recording and display of information should be detailed on the snapshot of the infracting vehicle as follows: a) Computer generated unique ID. b) Date (DD/MM/YYYY) c) Time (HH:MM: SS) d) Equipment ID e) Location ID f) Lane Number of the vehicle g) Time Stamp of RFID Reader at the time VRN captured by ANPR h) Registration Number of vehicle	Adding so many parameters as watermark on snapshot will degrade the image visibility. So request to add unique transaction id, time stamp and plate number only.		The details specified in the RFP must be stored within the MLFF system for record-keeping and compliance purposes. However, to maintain image clarity, only the unique transaction ID, timestamp, and vehicle plate number need to be visibly displayed or embedded on the snapshot.

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296	162	2.3 ANPR and Application	The ANPR camera shall be placed in such a way that it should be able to view the edge shoulders as well as the service lanes to capture the vehicle license plates and process the same for deduction of toll.	We request clarification on whether gantries are also required to be installed in the service lanes. If yes, kindly confirm how lane discipline is expected to be enforced in the service lanes, considering that vehicles frequently travel in both directions in these lanes, including instances of wrong-way driving. Additionally, please confirm the total number of lanes— including main carriageway lanes, shoulders, and service lanes— that are to be captured by each gantry on both sides of the plaza.		The gantries shall be constructed only at those locations where there is discontinuity of service lanes.
297	163	2.6 Detector LIDAR-RADAR	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.	1. What is the purpose of vehicle speed? Will it be used for e-challaning? 2. Is section speed required also?		As per RFP.
298	163	2.6 Detector LIDAR-RADAR	a) 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.	Should detected vehicle class be associated with a vehicle with specific number plate? Or it is an independent classification system?		As per RFP.
299	163	2.5 Audit Surveillance Camera		We request to consider audit Surveillance Camera to meet the intended functionality stated for LIDAR/RADAR without any impact on stated SLA?		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
300	165	2.9 MLFF Application Software	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). This integration shall be implemented at no additional cost to IHMCL, with IHMCL providing the necessary support to the bidder for seamless integration with NIC.	GVW is captured by WIM system installed on road. How the VAHAN database can provide the GVW of vehicle. Also, what is the use of VAHAN integration at plaza/ MLFF application at gantry . Please clarify the requirements.		As per RFP.
301	170	2.11.1.5	ANPR Camera (including Housing and Mounting) +Controller+ Pole/Cantilever with all licenses -02 nos per lane (Back & Front)	It is requested to kindly allow the Bidder to consider single ANPR camera per side for multiple lanes		As per RFP.
302	Page 146 Page 170	1.7 Detector - RADAR 2.11 Indicative Minimum Bill Of Quantity (BoQ)	1.7.2 Lane Coverage: Up to 4 lanes with single sensor 2.11.1. Detector -Radar (1 nos per lane)	5. At Page 146, it is mentioned that the detector RADAR should cover 4 lanes, but at page 170, detector RADAR is wanted one per lane.		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
303	159 & 170	2.2.1.6 & 2.11.1.1	Each RFID Reader shall support a minimum of 4 radio channels to connect up to 4 antennas. No more than 4 antennas shall be connected to a single RFID Reader. Channel switching must occur within 6 milliseconds or faster to maintain operational efficiency	As per indicative BOQ reader & antenna shall be 1 per lane. However as per equipment specifications RFID reader shall connect upto 04 antennas. Requesting confirmation on quantity of reader for same		As per RFP.
304	170 & 162	Audit Surveillance Camera	6. Audit Surveillance Camera 1 per gantry 2.5 a) Audit Surveillance Camera shall be installed on each MLFF gantry, with one camera positioned on the RHS and one on LHS.	What is the actual number of Audit Surveillance Camera per gantry?		As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
305	84	1.2.16.5	"Go-Live" of MLFF system, subject to successful completion of SAT-05 months	<p>As this project is the first of its kind in India, we kindly request your consideration to extend the current trial period from the existing 3 days to a trial period of 3 months following the successful completion of the Site Acceptance Test (SAT).</p> <p>This extended trial period will allow us to thoroughly monitor and stabilize the system under real operational conditions, ensuring optimal performance and reliability before initiating revenue collection. Such a duration is essential to identify and resolve any unforeseen issues, thereby minimizing risks and ensuring customer satisfaction and system integrity</p>		As per RFP.
306	130	10. Service Level Agreement	Cap on penalties	<p>The SLA clause does not provide any cap on penalty that can be levied on the Bidder. We suggest that the cap on penalties be set as:</p> <p>i) a max penalty of 10% of the monthly revenue attributed to the bidder for that month.</p> <p>ii) and overall cap of Rs. 1,50,00,000 during the tenure of the project. This was there in previous tender which got cancelled after submission of bids.</p> <p>This will make the project viable for the bidders. Given the kind of penalties specified in this RFP, it seems as if IHMCL's intent is to get revenue from toll collection and earn as much by imposing penalties due to unreasonable SLA's.</p>		As per RFP.

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307	142	1.4 Automatic Number Plate Recognition Systems	r. Preferred OEMs: Pelco/Avigilon, Axis, Vivotek, FETCI, BOSCH, Tattile	<p>We would like to bring to your attention that none of the OEMs currently referenced are fully compliant with the RFP specifications. Furthermore, as per the mandatory Government of India guidelines for cameras (Gazette Notification Ref: CG-DL-E-09042024-253632 dated 09 April 2024), foreign OEMs such as Tattile and Fetci are not positioned to comply with the essential requirements, rendering them non-competitive under the prevailing regulatory framework.</p> <p>In addition, FETCI operates as a system integrator and maintains direct engagements with banking institutions, thereby making it unavailable for collaboration with other solution providers. These factors are significantly limiting the ability of bidders to present optimal solutions aligned with both technical and regulatory needs.</p> <p>In view of the above, we request IHMCL to:</p> <ol style="list-style-type: none"> 1. Allow deviations in the camera specifications proposed by the preferred OEMs and consider technically non-compliant solutions. 2. Accept the proposed make and model from these OEMs even if they do not meet the mandatory Gazette requirements. 3. Permit that, in the event compliance with Gazette requirements becomes mandatory during implementation, IHMCL will bear the additional cost required to meet such compliance. <p>OR else, we request IHMCL to amend the current RFP specifications in line with the latest Government guidelines. This would enable bidders to propose a fully compliant technical and functional camera solution that adheres to all mandatory regulatory requirements while ensuring competitive fairness and practical implementation feasibility.</p>		As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.
308	90	Clause 1.2.18 (b)	Under no circumstances shall the percentage revenue share quoted by the Bidder be revised upwards, even if there is an increase in any tax, statutory, or financial liability of the Bidder that was not in existence or prevalent at the time of bid submission	<p>As per this clause, the Bidder/SI shall not be entitled for any upward revision in revenue share even if there is any increase in the tax rate or any other statutory liability, the Bidder/SI will have to bear the burden of additional inability.</p> <p>We request modification in the clause to allow modification based on change in rate of taxation by the government. Such an event is out side the control of the bidders. Kindly consider.</p> <p>"Under no circumstances shall the percentage revenue share quoted by the Bidder be revised upwards, except of an increase in any tax or statutory liability of the Bidder that was not in existence or prevalent at the time of bid submission."</p>		As per RFP.

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309	132	Note (iii) after SLA Penalty details	Any other losses to revenue due to system issues/downtime shall be borne by bidder. Recovery of such losses shall be recovered from the bidder.	<p>This looks to be a case of Double jeopardy for the Bidder/SI as for the same downtime instance Bidder/SI shall be pay SLA penalty (the penalty amounts have already considered the potential revenue loss) as well as liable for revenue loss due to downtime.</p> <p>We suggest that, the maximum liability of the Bidder/SI should be limited to the prescribed SLA penalty for the breach of respective SLA parameter and Bidder/SI will not be liable for revenue loss.</p>		Refer Corrigendum-3
310	Page 22	3.1.1. Eligible Original Equipment Manufacturere (OEM) Criteria, Point €	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.	We kindly request that the clause be relaxed to encourage greater participation from startups, thereby fostering innovation and broader competition in the tender process.	As a DPIIT-recognized startup OEM, the OEM should be exempted from the requirements related to prior experience and minimum turnover, in accordance with the provisions outlined in the Government of India's Public Procurement Policy for Micro and Small Enterprises (MSEs) and Startup India initiative. This exemption encourages innovation and supports emerging businesses by enabling fair participation in public procurement processes, without compromising on technical competence or product quality. Startup exemption for OEMs should be considered, as the government is also actively promoting startups.	As per RFP.
311	Page 86	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	ANPR Camera Accuracy- The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit.	We request that the accuracy requirement be relaxed from 99% to 95% to allow for practical implementation under real-world conditions.	Achieving 99% accuracy in real-time scenarios can be challenging due to various external factors, including environmental conditions. Therefore, it is advisable to consider a more practical accuracy benchmark of 95% to account for these real-world variables and ensure system reliability.	As per RFP.

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312	Page 138	1.3 Audit Surveillance Camera	Speed Limit- 150 km/hr	Since vehicle speed is captured using radar and ANPR cameras, it is not necessary to detect speed through the overview camera. Overview cameras with very wide-angle lenses are primarily for general monitoring and not suitable for accurate speed estimation. Speed detection should rely on specialized sensors designed for high-speed capture. OEMs should focus overview cameras on situational awareness rather than speed analytics	Detection of vehicle speed up to 150 km/hr is not feasible using very wide-angle cameras due to distortion and limited pixel coverage over distance. Accurate speed estimation requires narrower field-of-view lenses that can track vehicle movement clearly across frames. Wide-angle lenses are more suited for general surveillance, not high-speed analytics. OEMs should consider appropriate lens specifications for high-speed detection scenarios.	As per RFP.
313	Page 162	System Parameter, Point 14 Mounting Structure, Point no (b)	The ANPR camera shall be placed in such a way that it should be able to view the edge shoulders as well as the service lanes to capture the vehicle license plates and process the same for deduction of toll.	ANPR cameras should be configured with a narrow field of view, ideally covering a single lane for maximum accuracy. To ensure no vehicle is missed, it is recommended to deploy an additional camera dedicated to monitoring the road shoulder. This ensures detection of vehicles using non-designated paths or attempting to bypass lanes. Proper lane-wise and shoulder coverage enhances overall system reliability and enforcement.	ANPR cameras are designed with a very narrow angle of view and are best suited for monitoring a single lane to ensure high accuracy. Using them for multiple lanes may reduce performance due to limited pixel density per vehicle. For optimal results, each lane should be covered by a dedicated ANPR camera. This setup ensures reliable license plate recognition even at high speeds.	As per RFP.
314				Additional OEMs for Equipment Supply: The RFP presently lists only a limited set of OEM brands. To promote competitive bidding and leverage proven, globally established suppliers, we request that the eligible OEM list be expanded to include other internationally recognized manufacturers with demonstrated MLFF/GNSS deployments.		Refer Corrigendum-3

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315				STQC Certification Schedule: The current timeline requires STQC approval prior to SAT completion. Given the rigorous testing and iterative adjustments inherent to System Acceptance Tests, we propose that final STQC certification be scheduled after successful SAT sign-off, ensuring adequate time for compliance verification without impacting project milestones.		As per RFP. OEMs are advised to initiate and apply for the STQC certification process at the earliest to ensure timely approval of the proposed make and model.
316				Gantry Structural Design & Inter-Gantry Clearance The RFP does not prescribe gantry design parameters, and mandates 200 m spacing between redundant gantries. Field experience indicates that such proximity may cause electromagnetic coupling and signal distortion. We therefore recommend increasing the minimum inter-gantry clearance to 400–500 meters, accompanied by detailed EMI (Eliminate Electromagnetic Interference) mitigation guidelines.		Refer Corrigendum-3. The exact positioning of the gantries may be finalized by the Bank, in consultation with IHMCL, to optimize system performance and implementation feasibility.
317				Lane Configuration Beyond Six Lanes Section 3.2 of the RFP specifies MLFF coverage for six lanes (LHS + RHS). However, several proposed toll plazas feature 10–16 lanes within the 200 m gantry zone. Please clarify: Whether additional gantries or extended gantry spans will be provided to cover all lanes, If site-specific exemptions or reinforced civil structures will be made available.		As per RFP.
318				IPR Compliance Requirement for MLFF/GNSS Implementation MLFF and GNSS-based tolling are being introduced for the first time at scale in India, we strongly recommend that participation in the tender be strictly limited to OEMs/System Integrators who hold relevant and verifiable Intellectual Property Rights (IPR) for the core technologies involved. The inclusion of entities merely whitelisted without holding the necessary IPR may compromise the technical stability, operational integrity, revenue assurance, and long-term maintainability of the system. Therefore, we respectfully urge that the RFP mandate direct ownership or legally authorized rights to use the essential IPR as a pre-qualification criterion, rather than relying solely on whitelisting mechanisms.		As per RFP.
319	Page no. 114 of 178	Schedule B- Clause 4	Obligations of Bidder/Bank	Requesting authority to align the required Compliances and regulatory approvals so that Bidder/Bank can successfully implement MLFF.		As per RFP.
320	Page no. 15 of 178	Clause 1.1 b): Implementation period	05 Months	Requesting authority to increase the time period for implementation considering the mandate for certifications		As per RFP.

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321	Page no. 19 of 178	Clause 3.1- PQ 2. Eligibility of Sub-Contractor (SI)	<p>The bidder shall get the MLFF system work done through a reputed Sub-Contractor (hereinafter also referred to as System Integrator, or SI), subject to the following conditions:</p> <p>i. The Sub-Contractor should be incorporated in India under the Companies Act, 1956/2013 or the Limited Liability Partnerships Act, 2008 or any equivalent foreign act.</p> <p>ii. If the Sub-Contractor/SI is any entity from a country which shares a land border with India, it will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the entity is registered with the Competent Authority.</p> <p>iii. The Bidder shall ensure that the Sub-Contractor/SI engaged by them is under an exclusive MOU with the acquirer bank and is not associated as Sub-Contractor/SI with any other Bidder participating in the same tender. For avoidance of doubt, if two or more bids is received having same Sub-Contractor/SI, all such bids shall be treated as non-responsive.</p> <p>iv. In case the Sub-Contractor is a firm incorporated abroad, it may associate with firm(s) incorporated in India for assistance in implementation, operations and other allied works required for MLFF Tolling.</p>	Kindly consider including experience criteria for Sub-Contractor (SI) in Pre-Qualification Criteria either basis implemented Gantry/Lanes/Projects count.		As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
322	Page no. 31 of 178	Clause 6.5: Performance Security	<p>a)The Successful bidder shall furnish a Performance Security totaling Rs. 18,00,00,000/- (Rupees Eighteen Crore Only) for a period of 6 years from the Date of LOA in following instruments:</p> <p>(i) a crossed account payee demand draft/pay order amounting to Rs. 9,00,00,000/- (Rupees Nine Crore Only) (an amount equal to 50% of the total PBG value) and</p> <p>(ii) a bank guarantee amounting to Rs. 9,00,00,000/- (Rupees Nine Crore Lakh Only) (an amount equal to 50% of the total PBG value) as per the format prescribed by IHMCL for a period of 6 years from the Date of LOA</p> <p>b)The Bidder shall have the liberty to submit a crossed account payee demand draft/pay order issued by a Scheduled Bank in India in lieu of the bank guarantee.</p> <p>c)The Performance security shall be increased by additional 50% of amount mentioned at 6.5(a), in form of Bank Guarantee in case, the Clean Transaction amount in any financial year increases by 50% of Clean Transaction amount collected in next financial year corresponding to the Bid due date.</p> <p>d)In case the contract is extended, the bidder shall extend the validity of PBG appropriately such that it remains valid until one year beyond completion of the contract.</p>	Requesting Authority to kindly Consider Reduction in PBG amount for Performance Bank Guarantee/Performance Security or Umbrella Guarantee concept to be introduced.		As per RFP.
323	Page no. 128 of 178	Schedule- B, Clause 10; Schedule B, Clause 11	Service Level Agreement; Consistent Penalty	Requesting Authority to please consider capping the Penalty amount		As per RFP.
324	Page no. 15 of 178	Clause 1.1 b): Period	05 Months (Design, Development and Implementation period) and 60 Months as O&M period (After successful completion/commissioning of the MLFF based tolling System)	Requesting Authority to consider increasing the tenure for contract (considering capex and ROI)		As per RFP.
325	-	-	-	Kindly allow Annual Pass implementation		Refer Corrigendum-3
326	Page no. 20 of 178	Clause 3.1: PQ 2- Eligibility of Sub-Contractor (SI), Sub-clause iii.	The Bidder shall ensure that the Sub-Contractor/SI engaged by them is under an exclusive MOU with the acquirer bank and is not associated as Sub-Contractor/SI with any other Bidder participating in the same tender. For avoidance of doubt, if two or more bids is received having same Sub-Contractor/SI, all such bids shall be treated as non-responsive	For all the released MLFF projects, kindly consider allowing Banks to participate with multiple SI partners		As per RFP.

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327	Page no. 119 of 178	Schedule- B, Clause 7	E-Notice Module	MLFF switch for transaction processing will be based on ICD 2.5 or ICD 2.6? If ICD 2.6 then the transaction and e-notice flow needs to be redefined.		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
328	Page no. 119 of 178	Schedule- B, Clause 7	E-Notice Module	Procedural guidelines document should be corroborated in collaboration with NHA/IHMCL, NPCI, Acquiring Bank, Issuer Bank and SI Partner to address all anomalies and e-notice redressal		The indicative process flow diagram for transaction processing as well as E-notice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
329	Page 22	3.1.1. Eligible Original Equipment Manufacturere (OEM) Criteria, Point (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.	We kindly request that the clause be relaxed to encourage greater participation from startups, thereby fostering innovation and broader competition in the tender process.	As a DPIIT-recognized startup OEM, the OEM should be exempted from the requirements related to prior experience and minimum turnover, in accordance with the provisions outlined in the Government of India's Public Procurement Policy for Micro and Small Enterprises (MSEs) and Startup India initiative. This exemption encourages innovation and supports emerging businesses by enabling fair participation in public procurement processes, without compromising on technical competence or product quality. Startup exemption for OEMs should be considered, as the government is also actively promoting startups.	As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
330	Page 86	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	ANPR Camera Accuracy- The ANPR camera system should read all types of vehicle registration number (VRN) plates with minimum accuracy of 99% under both day and night conditions, without any manual validation/audit.	We request that the accuracy requirement be relaxed from 99% to 95% to allow for practical implementation under real-world conditions.	Achieving 99% accuracy in real-time scenarios can be challenging due to various external factors, including environmental conditions. Therefore, it is advisable to consider a more practical accuracy benchmark of 95% to account for these real-world variables and ensure system reliability.	As per RFP.
331	Page 138	1.3 Audit Surveillance Camera	Speed Limit- 150 km/hr	Since vehicle speed is captured using radar and ANPR cameras, it is not necessary to detect speed through the overview camera. Overview cameras with very wide-angle lenses are primarily for general monitoring and not suitable for accurate speed estimation. Speed detection should rely on specialized sensors designed for high-speed capture. OEMs should focus overview cameras on situational awareness rather than speed analytics	Detection of vehicle speed up to 150 km/hr is not feasible using very wide-angle cameras due to distortion and limited pixel coverage over distance. Accurate speed estimation requires narrower field-of-view lenses that can track vehicle movement clearly across frames. Wide-angle lenses are more suited for general surveillance, not high-speed analytics. OEMs should consider appropriate lens specifications for high-speed detection scenarios.	As per RFP.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
332	Page 162	System Parameter, Point 14 Mounting Structure, Point no (b)	The ANPR camera shall be placed in such a way that it should be able to view the edge shoulders as well as the service lanes to capture the vehicle license plates and process the same for deduction of toll.	ANPR cameras should be configured with a narrow field of view, ideally covering a single lane for maximum accuracy. To ensure no vehicle is missed, it is recommended to deploy an additional camera dedicated to monitoring the road shoulder. This ensures detection of vehicles using non-designated paths or attempting to bypass lanes. Proper lane-wise and shoulder coverage enhances overall system reliability and enforcement.	ANPR cameras are designed with a very narrow angle of view and are best suited for monitoring a single lane to ensure high accuracy. Using them for multiple lanes may reduce performance due to limited pixel density per vehicle. For optimal results, each lane should be covered by a dedicated ANPR camera. This setup ensures reliable license plate recognition even at high speeds.	As per RFP.
333	19	PQ - 1 Entity	A) The bidder must be either i. A Scheduled Bank in the list of Agency Banks as notified by RBI as on Bid due date. OR, ii. A Payments Bank as notified by RBI as on BID due date.	As per RFP any bank can participate with this Bid irrespective of NETC Certified. Ideally there should be some capping on no of Toll Plaza which should be live with NETC FASTagservices. So that only certified and experienced bank should be allowed to bid in this RFP		As per RFP.
334	20	PQ 2 - Eligibility of Sub-Contractor (SI)	The bidder shall get the MLFF system work done through a reputed Sub-Contractor	Qualification of Subcontractor should be related to MLFF (at-least one similar project anywhere across the globe)		As per RFP.