

RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Km 22+750 Fee Plaza of Urban Extension Road -II (UER II) Toll Road Project
RFP Ref: IHMCL/MLFF-UERII/2025 published on dated 13.05.2025
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Date: 20.06.2025

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1	70	Form-T:13 – Manufacturer's Authorization Form (MAF)	The Bidder is required to submit the MAF for at least the following components: i. RFID Reader & Antenna ii. ANPR Cameras iii. Audit Surveillance Camera iv. Detector-Lidar v. Detector-Radar	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. 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. The Bidder is required to submit the MAF for at least the following components: 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	(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.	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. Kindly confirm whether our understanding is correct and whether such sensor-based solutions (LiDAR/Thermal) would be acceptable under the scope of the RFP.		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.
3	147	1 Standards and Specification of all MLFF Sub System	1.7 Detector-Radar 10. Refresh time : 24 MS	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. 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. 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. Kindly amend it as 1.7 Detector-Radar 10. Refresh time : 24 MS/50 MS/75 MS or better		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.	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. Kindly confirm if our understanding is correct.		As per RFP.

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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.	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. Kindly confirm if our understanding is correct.		As per RFP.
6	163	1 Standards and Specification of all MLFF Sub System	2.4 IR Illuminator 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	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. 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. 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.		As per RFP.
7	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 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.
8	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.
9	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.	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. 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.		As per RFP.

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10	16	1.2 Key Dates	#4) Last Last date/ time for online submission of bids (i.e., Bid due date)	<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
11	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.
12	137	Schedule C - Standards & Specifications / 1.1 RFID Reader - IP Rating	IP Rating - #15: Paramenter: 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
13	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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14	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.
15	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.
16	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.
17	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.

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18	108 109	Schedule A: Site of the Project / 1.1.2 Appendix A 1 Index map of Project Highway Schedule B: Scope / 1.a Development of MLFF based tolling facility / (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.	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. Question a) Is IHMCL considering plans to remove the existing manual toll collection infrastructure from the roads? Question b) If so, when?		As per RFP.
19	128	Schedule - B 12: SLA Table - Implementation Phase	"Parameter: Supply, Installation, Testing and Commissioning (Go Live) Timeline: 05 months from the date of signing of the Contract Agreement."	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. Would IHMCL be open to considering a longer implementation schedule to mitigate these risks?		As per RFP.
20	146	Schedule - C - 1.7 Detector - Radar	General question regarding requirement for a Detector Radar in addition to a Detector LiDAR.	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. 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? 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		As per RFP.
21	161 144	Schedule C.2.3 / ANPR and Application Schedule C 1.5 / IR Illuminator	"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. Parameter #1 Illumination Source / Minimum Specs: High Power IR without any visual distractions to the road user"	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. Would IHMCL permit visible light illumination at night to enable color capture?		As per RFP.
22	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.
23	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.
24	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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25	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.
26	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.
27	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.
28	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.		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.
29	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.

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30	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.
31	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.
32	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.
33	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.
34	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
35	86	"1.2.16.3 Parameters to be checked during Site Acceptance Testing (SAT) / Table #2	<p>"#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:</p> <p>The vehicle classification accuracy shall be validated through the TMS report of the plaza. IHMCL may also validate the same with an independent system.</p>	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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36	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.
37	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.
38	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 might be in range of 70-80%, extension of contract OR reimbursing depreciated value of asset may not enough.		As per RFP.
39	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.
40	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.
41	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.
42	131	Schedule – B : 10.13	Wrong e-notices	IIT NIT certified Gantry design will be submitted at the time contract signing please confirm		As per RFP.
43	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.
44	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.

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45	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
46	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?		As per RFP.
47	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.
48	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.
49	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.
50	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.

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51	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.
52	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.
53	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.
54	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.
55	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.
56	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.
57	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.
58	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
59	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 Km 22+750 Fee Plaza of Urban Extension Road -II (UER II) 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.
60	68	Form T:12	Name: (insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)	As per the PQ-4 the Sub-Contractor has to sign the Undertaking for non blacklisting. 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. Please amend the Form T-12 accordingly for the Sub-Contractor		Refer Corrigendum-3

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61	69	Form-T:13	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:	It is required that each manufacturer of specific equipment "authorizes the Bidder" to submit the bid. It sounds uncommon that a manufacturer authorizes anyone to bid for a tender. What a Manufacturer can undertake is to provide the equipment to the bidder for the Project implementation duration Please revise		As per RFP.
62	73	Form F-2 Note 2&3	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. 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.	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. Please confirm.		As per RFP.
63	76	1.1.2. Appendices	Appendix B Letter of Acceptance submitted by the Bidder Appendix C Letter of Acceptance submitted by the Bidder	It is understood that Appendix B shall be the Letter of Award issued by the Authority Please confirm		Refer Corrigendum-3
64	78	1.2.2.1 g)	references to a ("day" or "business day") shall be construed as a reference to all days of the year.	The reference to "business day" shall be in accordance to the definition 32. "Working Days" at page 11 of the RFP Please confirm and amend accordingly		Refer Corrigendum-3
65	83	1.2.11. Commencement of Services	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.	Commencement notice is never mentioned in the RFP and the Contract. Therefore, the work can only begin after the the signature of the Contract Agreement Please delete reference to Commencement notice.		Refer Corrigendum-3
66	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.
67	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
68	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.	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. Please amend accordingly		As per RFP.

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69	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.
70	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	<p>Termination with no reason is not fair</p> <p>Please revise it</p>		As per RFP.
71	102	1.2.35 2. i	<p>Upon Termination on account of Clause 1.2.34 (b), the Authority shall make Termination Payment as under:</p> <p>i. During (5 Months Development period) + O&M Period (60 months):</p> <p>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:</p> <p>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.</p> <p>on account of Termination of this Agreement and any other payment</p>	<p>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.</p> <p>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%.</p> <p>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.</p> <p>Please confirm.</p>		Refer Corrigendum-3
72	105	1.2.42.	4. The bidder must ensure that no end of support products exist at time of transition.	<p>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”</p> <p>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.</p> <p>Please revise</p>		As per RFP.

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73	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.
74	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.
75	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.
76	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.
77	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.
78	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.
79		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.
80	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.
81		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.
82		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.
83	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.

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84	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.
85	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
86	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
87	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/NHAI? 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.
88	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.
89	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.
90	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.
91	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.
92	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.

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93	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.
94	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).
95	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
96	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
97	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.
98	120	Clause 3	E-Notice Process Flow:	What shall be SLA for E-Notice if Vahan is down?		As per RFP.
99	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.
100	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.
101	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.
102	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.
103	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.
104	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.
105	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.
106	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.

Sr. No	Page no. of RFP	Clause	RFP Statement	Query	Remarks	Response IHMCL
107	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.
108	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
109	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.
110	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.
111	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.
112	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.
113	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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114	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.
115	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.

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116	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.
117	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.
118	-	-	-	Kindly allow Annual Pass implementation		Refer Corrigendum-3
119	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.
120	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.
121	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.
122	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.

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123	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.
124	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.
125	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.
126	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.

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127	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.
128	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.
129	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 riskier 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.
130	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.	<p>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.</p> <p>Please extend the deadline for the tender to 10/07/2025</p>		Refer Corrigendum-3
131	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 UER II 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 UER II 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.
132	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/24 lanes of UER II Toll Plaza, as redundant or main gantry		As per RFP.
133	General	General	UER II	This project is not live yet and no Toll Fare Notification is shared by NHAI, and also no projected revenue is known for this Project. So, kindly extend the bid due date till we have exact vehicle wise count and amount for UER II which is required for bidding.		Refer Corrigendum-3

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134	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.
135	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.
136	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.
137	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.
138	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.
139	121	Schedule-B.7 (4)	Process flow for Grievance Mechanism:	<p>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.</p> <p>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?</p>		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.
140	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.
141	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.

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142	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.
143	164	1 . Standards and Specification of all MLFF Sub System	<p>2.6 Detector- LIDAR & RADAR</p> <p>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.</p>	<p>Reference Clause 1:</p> <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>(Section: 1. Standards and Specifications of all MLFF Sub Systems, Page 137)</p> <p>Reference Clause 2:</p> <p>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."</p> <p>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).</p> <p>Just to highlight below are key differentiators while considering optimum solution</p> <p>1. Camera based technology is more viable and feasible in Indian scenario as traffic is heterogeneous as compare to abroad, also many other key projects like ATCC, ask for same functionality on cameras itself.</p> <p>2. Lidar solution do have certain limitation which may affect great deal in accuracy like,</p> <ul style="list-style-type: none"> - Lidar system can be affected by adverse weather conditions, reflective surfaces impacting their reliability as compare to , thermal camera which are proven and robust solution. - Commercially un viable, high maintenance solution - It works well in well lit structured environment , here thermal cameras have advantage providing results in low light or no light conditions <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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