RFP for Selection of Acquirer Bank for Integrated FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Bijwasan and Panchgaon Fee Plaza
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1	88	1.2. GENERAL CONDITIONS OF CONTRACT Numeral 1. Go-Live Definition of Clause 1.2.16	"Go-Live" of the Multi-Lane Free Flow (MLFF) Tolling System shall refer to the official commencement of live electronic toll collection operations under actual traffic conditions at the designated site/plaza, along with complete deployment and readiness of all MLFF system components—including field hardware, application software, central back-office systems, and on site operational teams. The MLFF system must be fully functional, with end-to-end integration of all modules and seamless interoperability with external interfaces with NPCI, TMCC, payment gateway(s), as per requirements. Go-Live shall be deemed achieved only upon confirmation that all subsystems meet the defined performance criteria and compliance requirements as stipulated in the contract. For avoidance of doubt, "Go-Live" shall be considered successful only after acceptance of SAT.	It is requested to clarify how many and which are the external interoperability interfaces for the MLFF.	As per RFP.
2	90	1.2. GENERAL CONDITIONS OF CONTRACT Numeral 2 Vehicle classification accuracy of the Table 1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	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:	Please clarify whether the vehicle classifications in the table in this section are all those required for the MLFF.	As per RFP.
3	113	Schedule – B Numeral vi, from the beginning a) About the MLFF based Tolling Project, of the clause 1.Development of the 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. Additionally, the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system. The bidder must also ensure that the existing equipment and electrical appliances currently used by toll agencies/SIs are taken over for use only after the MLFF system goes live, following a proper handover and takeover process without disrupting current toll operations.	Please confirm that the migration of existing databases consists of backing up the information in these databases and keeping them available in a data repository for NPCI and IHMCL consultation.	As per RFP.
4	113	Schedule – B Numeral vi, from the beginning a) About the MLFF based Tolling Project, of the clause 1.Development of the 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. Additionally, the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system. The bidder must also ensure that the existing equipment and electrical appliances currently used by toll agencies/SIs are taken over for use only after the MLFF system goes live, following a proper handover and takeover process without disrupting current toll operations.	Please provide the database number, as well as the layout, data structure or identity relationship diagrams of the databases you wish to migrate to the new MLFF system.	As per RFP.
5	115	Schedule – B Numeral ii, from the beginning c) The Bidder shall develop, of the clause 1.Development of the MLFF based tolling facility.	The Bidder/Bank shall implement the Multi-Lane Free Flow (MLFF) system across a total of sixteen (16) lanes at Boothless Gantry based Tolling plaza at Bijwasan fee plaza on Dwarka Expressway. Of these, twelve (12) lanes shall be operational and dedicated exclusively for tolling operations. The remaining four (4) lanes shall be designated as standby/redundant lanes, intended to function as reserve capacity for business continuity. The remaining lanes, other than those designated for tolling operations and standby usage, shall be closed by NHAI upon the successful commissioning of the MLFF system. The Bidder/Bank shall ensure that these non-designated lanes remain closed, physically secured, and are not used for any tolling or traffic operations during the contract period, unless expressly authorized in writing by the Authority.	Please confirm that the MLFF system will only be required for 16 of the 34 lanes that Bijwasan Fee Plaza will have.	As per RFP.
6	141	Schedule - C Standards & Specifications	All	It is requested to clarify if all MLFF Sub System of Schedule C are required or may vary according to the technical proposal of each SI	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.
7	142	Schedule - C Standards & Specifications Numeral 1.1 RFID Reader, of the clause 1 Standards and Specification of all MLFF Sub System	Supported Protocols - SO 18000 6C/63, RAIN RFID/Gen2v1	Request to confirm that the only required tag protocol (FastTag) is ISO 18000 6C	As per RFP.

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8	164	Schedule - C Standards & Specifications Numeral 2.1 RFID Antenna, of the clause 2 Functional Requirements of all MLFF Sub System	2. Installation and Coverage: a) RFID readers are mounted on MLFF gantries or lanes for optimal coverage. b) A single RFID reader can effectively cover up to two lanes.	It is requested to be able to install a reader for two lanes, or it may vary according to the technical proposal for the MLFF system.	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	165	Schedule - C Standards & Specifications Numeral 2.1 RFID Reader, of the clause 2 Functional Requirements of all MLFF Sub System	RFID Antenna refers to the conductive element that sends and receives FASTag data. The minimum height clearance for the RFID antenna should be based on Indian regulations regarding road construction. The RFID antenna should be designed for high-speed toll collection systems (the MLFF system in this case).	Please clarify whether the number of RFID antennas to be proposed is in accordance with the MLFF technical proposal.	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.
10	165	Schedule - C Standards & Specifications Numeral 2.3 ANPR and Application, of the clause 2 Functional Requirements of all MLFF Sub System	2. If there is more than one vehicle in the camera FOV, then all of them are independently processed and their license plates are recognized irrespective of the type of vehicle like car, bus, truck, auto rickshaw, motorcycle, etc.	Please clarify whether the auto rickshaw corresponds to a required vehicle class.	As per RFP.
11	168	Schedule - C Standards & Specifications Numeral 2.6 Detector- LIDAR & RADAR, of the clause 2 Functional Requirements of all MLFF Sub System	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.	Please clarify whether it is possible to propose a solution with a single LiDar or Radar sensor and whether both sensors are necessarily required.	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.
12		Schedule - C Standards & Specifications paragraph 3 Reports the, Numeral 2.10 Web-Portal:, of the clause 2 Functional Requirements of all MLFF Sub System	The portal should allow the user to customize and generate reports based on time periods, locations, or other specified parameters. The portal must generate detailed and customizable reports as per requirements, including but not limited to:	Please provide the layout and specifications of the required reports.	As per RFP
13	147	1.4- 1. General	The Camera should have feature and functionalities to capture number plate and video evidence from t-5 to t+5 sec of the Toll violation at maximum speed of 150KM/Hr. or higher and should also be recorded (being the instant at which the infraction occurred). The system should have capability to detect both Retroreflective and Non-Retroreflective number plates for the vehicles during the day as well as nighttime as per the accuracy levels specified. System should be capable of generating a video in any of the standard industry formats	Will the ANPR (Automatic Number Plate Recognition) system be required to support multilingual number plate reading (e.g., Tamil, Hindi, or other regional scripts in addition to English)? Kindly clarify whether the scope includes recognition of non-English scripts.	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.

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14	165	1 Standards and specification of all MLFF Sub System	2.3 ANPR and Application. System Parameter. The system support reading accuracy Up to 99.5% of standard number plate vehicles number plates which are visible by human eyes.	Considering that the ANPR (Automatic Number Plate Recognition) AI system will initially be in its adaptation phase, its recognition accuracy may not immediately meet the 99.5% benchmark. However, with continuous learning and system tuning, the AI model can realistically achieve the 99.5% accuracy target over time — typically within 6 months of live operations. In this context, we request the authority to kindly clarify whether the 99.5% number plate recognition accuracy requirement can be relaxed during the initial stabilization phase (up to 6 months) to allow for progressive improvement without penalties. This will enable more practical and reliable system rollout	As per RFP. The 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.
15	134	10 Service Level Agreement	7. Vehicle Count (For Tollable only)	in case of violation in which FASTag and vehicle number both are not identified by systems and manual audit. Is this considered breach? Is this revenue loss for SI?	As per RFP
16	175	2.11 Indicative Minimum Bill of Quantity (BOQ)	1. MLFF Using Plaza Infrastructure: 6. audit surveillance camera, 8. Field Junction Box with Surge Protector Device 9. Edge Level switch (8 Port)	"In earlier RFPs, it is mentioned that audit surveillance camera 1 per gantry, please clarify	As per RFP.
17	175	2.11 Indicative Minimum Bill of Quantity (BOQ)	8. Field Junction Box with Surge Protector Device	"In earlier RFPs, it is mentioned "Field Junction Box with Surge Protector Device" as 1 per gantry, while this RFP indicates 1 per lane please clarify	As per RFP.
18	175	2.11 Indicative Minimum Bill of Quantity (BOQ)	1. MLFF Using Plaza Infrastructure: 10. Switch (Layer 3) – 24 Port (HA Mode) Nos 1 Per Direction	Switch in HA mode should be 2 in quantity(active-active or active-passive), however its mentioned only one per direction? Please clarify	As per RFP.
19	77	Form F2 Format for Equipment Cost break up	Note: 2. The "Total Price for Plaza" in Form F-2 must not exceed the Estimated Amount of ₹5 crore. If the "Total Price for Plaza" 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) of the RFP.	What is the Rationale behind setting "Total Price for Plaza" in Form F2 a ceiling limit of ₹5 Crore?	As per RFP.
20	117	2 Operations & Maintenance of the MLFF	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.	Considering the short period (6 months) given for STQC certification, we request the IHMCL authorities to amend the time requirement from 6 months to 18 months post go-live of MLFF tolling system	As per RFP.
21	127, 133	E-Notice Issuance Timelines, SLA Table E-Notice for end user	b. ii. The vehicle user shall be provided a window of 48 hrs post crossing the MLFF fee plaza to recharge FASTag and pay the applicable user fee to avoid e-notice.	Could you please clarify if an e-notice will be generated within 24 or 48 hours?	Refer Corrigendum 2
22	174	Indicative Minimum Bill of Quantity.	Audit Surveillance Camera and Mounting + Pole/Canti Lever with all licenses, Remark- Per lane	Could you please clarify the requirements for audit surveillance cameras in the RFP, specifically with regards to the number of cameras per lane and per gantry?	As per RFP.
23	112	Schedule B 1.a).vi.	The successful bidder/bank must implement and commence the MLFF system services without disrupting ongoing toll operations or causing any revenue loss to the toll collection agency until the MLFF system goes live. Additionally, the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system. The bidder must also ensure that the existing equipment and electrical appliances currently used by toll agencies/SIs are taken over for use only after the MLFF system goes live, following a proper handover and takeover process without disrupting current toll operations	Could you please clarify the purpose and requirements for migrating all databases from the existing Traffic Management System (TMS)? Additionally, who will be responsible for undertaking this migration process?	As per RFP.
24	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.	Refer Corrigendum 2

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25	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?	As per RFP.
26	32	6.3. SELECTION AND AWARD CRITERIA	IHMCL will award the Contract to the bidder whose bid has been determined to be responsive as per criteria defined above and who has quoted the lowest revenue share in the Financial Bid form F-1.	There is no traffic data available on given stretch and also we don't clarity on proposed toll on the stretch, Please provide clarity on it	Refer Corrigendum 2
27	94	1.2.19. Payment Terms	No revenue share shall be payable for transactions undertaken by vehicles bearing a valid Plaza-Specific Discount Pass for the Fee Plaza or a valid Global Pass. Such transactions shall be treated as Non-Financial Transactions, in accordance with the NETC Guidelines.	We expect significant uptick in purchases on Monthly local passes and Global Passes from IHMCL website and Rajmargyatra App. Since Bank will be recording transactions, validate and maintain records and necessary evidence, Bank needs to be compensate appropriately.	Refer Corrigendum 2
28	94	1.2.20. Incentive for higher clean transactions	"Total Transactions" shall include all toll transactions at the plaza, including but not limited to those related to e-Notices, exempted vehicles, violation cases, and dispute cases, etc	Total Transaction should not include dirty plates, which are not humanly possible to read the number plate. Pls confirm.	Refer Corrigendum 2
29	137	Spare Availability	Availability of 10% spare of critical equipment : RFID Reader & Antenna, · Lidar · Radar · Audit Surveillance Camera · ANPR Camera	This will be 10% of Minimum BoQ, Please confirm	As per RFP, a minimum of 10% of BOQ items shall be maintained as spare. Additionally, the bidder shall provision for any extra spare parts required based on their proposed solution/BOQ to ensure compliance with the prescribed SLA parameters.
30				we respectfully request you to reconsider the pre-qualification criteria and allow us the opportunity to participate in the announced tender process. We are keen to be part of this tender and have noted that even Payments Banks are considered eligible for participation. Therefore, we request IHMCL to kindly reconsider and amend the pre-qualification criteria to explicitly include Scheduled Commercial Banks under the Small Finance Bank category. This addition would allow the experienced institutions like ours to contribute to the success of the MLFF initiative.	As per RFP.
31	2	ii. The Project shall be a complete turnkey solution with provision of requisite infrastructure and implementation & skilled resources at location for operation and maintenance. The period of engagement shall be Five (05) years post Go-Live. The bidding firm shall be required to implement the solution within 05 Months from the date of signing of the Contract Agreement.	NOTICE INVITING RFP NOTICE INVITING RFP	The document states that the project shall be delivered as a 'complete turnkey solution,' including the provision of requisite infrastructure, implementation, and skilled resources for operations and maintenance. Could IHMCL kindly elaborate on what is specifically expected under the term 'complete turnkey solution,' particularly in terms of infrastructure requirements beyond what is explicitly detailed in the Schedules? Additionally, please clarify the division of responsibilities concerning any existing infrastructure at the project sites	Refer Corrigendum 2
32	17	1.1. BACKGROUND Type of Tolling : Point Based Tolling (Point based)	1. INTRODUCTION	The RFP refers to 'Point-Based Tolling' for the project. Could IHMCL kindly clarify how this will be implemented within the Multi-Lane Free Flow (MLFF) system—specifically, how tolls will be calculated and applied ?	As per RFP.
33	111	1.1. Annex – I (Schedule-A) Panchgaon Toll Plaza At NH-48 - Under construction at Panchgaon toll plaza	Schedule-A: Site of the Project	The project includes user fee collection at both Bijwasan and Panchgaon Fee Plazas. As the Control Centre at Panchgaon is listed as 'under construction,' could IHMCL please provide an update on its expected completion date and confirm whether the site will be fully ready for the selected bidder to commence implementation activities within the stipulated 5-month period from the date of Contract Agreement signing ?	Construction of the new plaza is currently in progress and is expected to be completed well within 3 months from bid due date.

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34	22	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.	3. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA	With reference to the 'Eligibility of Sub-Contractor (SI)' under PQ-2 (iii), which mandates that the SI must have an exclusive MoU with the Acquirer Bank and must not be associated as a Sub-Contractor/SI with any other Bidder participating in the same tender—could IHMCL clarify how this exclusivity and non-association will be verified during the bid evaluation? Additionally, please specify what documentation or declarations, beyond the MoU (Form T-10), will be required to demonstrate compliance with this criterion	As per RFP.
35	24	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.	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	Regarding the 'Eligible Original Equipment Manufacturer (OEM) Criteria' under Clause 3.1.1 (e), which requires that OEMs must have been in the business of the proposed product, solution, or technology for at least 3 years as of the RFP release date—could IHMCL please clarify what specific documentation or forms of evidence will be accepted to establish this 3-year business track record for each proposed OEM?	As per RFP.
36	77	2. The "Total Price for Plaza" in Form F-2 must not exceed the Estimated Amount of ₹5 crore. If the "Total Price for Plaza" 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) of the RFP	Form F-2: Format for Equipment Cost break up	As per 'Note 2' in the Indicative Minimum Bill of Quantity (BOQ) provided in Form F-2, it is stated that 'The Total Price for Plaza must not exceed the Estimated Amount of ₹5 crore.' We request IHMCL to kindly clarify the implications if a bidder's proposed solution—which fully complies with all functional and technical specifications—results in a total cost exceeding ₹5 crore in Form F-2. Will this be grounds for outright disqualification, or is this cap intended solely for the purpose of depreciation calculations as mentioned in the note ?	As per RFP.
37	94	(c) The Bidder's revenue share is applicable on Clean Transactions amount and amount towards purchase, activation, recharge of Plaza Specific Discount Pass1 issued by the bank in that week and half the amount of eligible e-Notices issued by the bank during that week (subject of fulfilment of (b) above).	1.2.19. Payment Terms	Clause 1.2.19 on 'Payment Terms' outlines the methodology for revenue share calculation and remittance. In this context, could IHMCL kindly clarify the process for validating the amounts associated with 'Plaza Specific Discount Pass' and 'eligible e-Notices' when determining revenue share adjustments? Additionally, what mechanisms will be in place to ensure transparency and mutual verification of these calculations between the Concessionaire and IHMCL	Refer Corrigendum 2

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38	113	ii. At Bijwasan Fee Plaza on Dwarka Expressway: The Bidder/Bank shall implement the Multi-Lane Free Flow (MLFF) system across a total of sixteen (16) lanes at Boothless Gantry based Tolling plaza at Bijwasan fee plaza on Dwarka Expressway. Of these, twelve (12) lanes shall be operational and dedicated exclusively for tolling operations. The remaining four (4) lanes shall be designated as standby/redundant lanes, intended to function as reserve capacity for business continuity. The remaining lanes, other than those designated for tolling operations and standby usage, shall be closed by NHAI upon the successful commissioning of the MLFF system. The Bidder/Bank shall ensure that these non-designated lanes remain closed, physically secured, and are not used	1. Development of the MLFF based tolling facility.	Clause 1.c.ii of the RFP specifies that at the Panchgaon Fee Plaza, 8 lanes are to be operational and dedicated exclusively for tolling, while the remaining 4 lanes are designated as standby/redundant. Similarly, at the Bijwasan Fee Plaza, 12 lanes are to be operational and 4 designated as standby/redundant. However, the Indicative Minimum Bill of Quantity (BOQ) in Schedule-C (Clause 2.11) lists quantities on a 'per lane' basis for Field Equipment. Could IHMCL please clarify whether the term 'per lane' refers to all physical lanes (operational + standby), or only the operational lanes, for the purpose of equipment provisioning and pricing	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.
39	1 of 181	Implementation timeline	Implement the solution with 05 months from the date of signing of the contract agreement	We request you to increase the timeline from 05 months to 07~8 months from the date of signing of the contract	As per RFP.
40	132 of 181	10. Service Level Agreement	SLA Table: Implementation Phase : Rs. 2.5 Lakhs per week for initial two week of delay, further 5 Lakhs for four weeks and after 6 weeks, 10 Lakhs per week. The maximum penalty during development and installation shall not be more than Rs. 1 Cr. Furthermore, IHMCL may terminate the contract.	We request you to reduce the penalties to 50% of what is mentioned in the clause	As per RFP.
41	132 of 181	10. Service Level Agreement	SLA Table: Operation & Maintenance Phase: Manpower availability : incase of non-availability of manpower flate Rs 3000 per person / day.	We request you to reduce the penalties to Rs 100 per day per person as the penalty is too high for per day	As per RFP.
42	136 o 181	Spare availability	Availbility of 10% spare of critical equipment -Violation under 15, 16 serial number	We request you to reduce the penalities to Rs 10000 per instance as these are spares	As per RFP.
43	70 of 181	Form T-13 Manufacturer's Authorisation form (MAF)	The bidder is required to submit the MAF for atleast the following components: 1. RFID Reader & Antenna 2. ANPR Cameras 3. Audit Surveillance cameras. 4 Detector -Lidar 5. Detector - Radar	We request you to waive of this MAF forms as these standard off-the-shelf products. Otherwise, we would like to provide us the time of 4 months from the date of signing of the contracts.	As per RFP.
44	84	1.2.6. Scope of Work	The Bidder shall provide a web-based application/portal for real-time monitoring of system health and availability, traffic count (FASTag and Non-FASTag) and automatic alerts for MLFF equipment downtime	Require a clarification on whether the web application will be hosted in Cloud server	As per RFP.
45	152	1.8 Local Server	Minimum 30TB storage available disk space. Minimum 7 days of storage should be available on local server, which shall be overwrite after every 7 days.	Require a clarification on whether the storage is pointing to store the images/video files in local server. Those images will be stored in cloud or local Server ?	The Servers mentioned in 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.

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46	84	1.2.6. Scope of Work	The Bidder shall provide a web-based application/portal for real-time monitoring of system health and availability, traffic count (FASTag and Non-FASTag) and automatic alerts for MLFF equipment downtime.	Is FASTag Integration available?	As per RFP.
47	84	1.2.6. Scope of Work	The Bidder shall provide a web-based application/portal for real-time monitoring of system health and availability, traffic count (FASTag and Non-FASTag) and automatic alerts for MLFF equipment downtime. The portal should facilitate access to transactions, issuance of discounted pass, toll revenue collected, reconciliation reports, e-notices issued, and other toll plaza details.	Require a clarification on E-Notice whether it is workflow based or Integration based or both	As per RFP.
48	95	1.2.20. Incentive for higher clean transactions	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	Require a clarification on who will provide the Toll plazz details??	As per RFP.
49	171	3) Reports	The portal should allow the user to customize and generate reports based on time periods, locations, or other specified parameters.	Require a clarification on how the Reports & new extra data so who will provide those data (revenue details)	As per RFP.
50	31	2.9.1		Please confirm if the MLFF application must support real-time transaction processing with redundancy.	As per RFP.
51	31	2.9.3		Should the application software support multitenancy or access segmentation per plaza/site/operator?	As per RFP.
52	31	2.9.4		What are the requirements for disaster recovery (DR) and data replication for the MLFF application?	As per RFP.
53	31	2.9.5		Are there existing APIs provided by TMCC, NPCI, NIC etc., or must the bidder develop integration logic?	As per RFP.
54	31	2.9.5		Please clarify the required transaction processing speed (TPS) for the MLFF software under peak load.	As per RFP.
55	31	2.9.7		Will the MLFF application need to support role-based access control (RBAC) across modules?	As per RFP.
56	31	2.9.8		What is the retention policy for transactional and video/image data within the MLFF application?	As per RFP.
57	31	2.9.9		Should the MLFF software include functionality for auto-notification of violations via SMS/email?	As per RFP.
58	31	2.9.10		Will the software be hosted on IHMCL infrastructure or is bidder to propose managed hosting?	As per RFP.
59	31	2.9.11		Is integration with NETC Mapper and reconciliation engine expected to be fully automated?	As per RFP.
60	31	2.9.13		Can you provide details on specific reports expected from the MLFF application (MIS, exception, audit)?	As per RFP.
61	31	2.9.14		Is an offline mode or data buffering mechanism expected during network outages?	As per RFP.
62	31	2.9.17		Will licensing (OS, DBMS, etc.) be owned by IHMCL or bundled in bidder's commercial proposal?	As per RFP.
63	31	2.9.18		Will IHMCL provide digital certificates for secure API communication or should bidder provision them?	As per RFP.
64	31	2.9.19		Is integration with state RTO databases or vehicle blacklists required in phase-1 itself?	As per RFP.
65	124	Section 7		Please confirm whether the integration with NIC and NPCI for e-notice issuance is already in place or to be built by the bidder.	As per RFP.
66	126	Section 7		What is the expected response time from the system for automatic e-notice issuance upon violation detection?	As per RFP.

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67	126	Section 7		Clarify if SMS/email delivery APIs for sending e-notices are provided by IHMCL/NIC or must be arranged by the bidder.	As per RFP.
68	126	Section 7		Will IHMCL provide access credentials and documentation for integration with the NIC grievance redressal portal for e-notice disputes?	As per RFP.
69	127	Section 7		What provisions must be implemented to restrict e-notice issuance for exempted vehicles and those holding valid discount passes?	As per RFP.
70	125	Tag transaction flow		Please confirm if the Acquirer Bank is responsible for handling dispute resolution for both settled and unsettled transactions.	As per RFP.
71	125	Tag transaction flow		Is the Acquirer Bank required to maintain separate logs for different tag status codes (e.g., hotlisted, expired)?	As per RFP.
72	125	Tag transaction flow		What are the interface and data exchange protocols mandated for integration with NETC/NPCI (e.g., ICD version)?	As per RFP.
73	125	Tag transaction flow		In case of dual detections (both ANPR and FASTag read), what is the transaction validation precedence rule?	As per RFP.
74	125	Tag transaction flow		What mechanism must be implemented by the MLFF system to ensure that clean transactions are not issued e-Notices?	As per RFP.
75	125	Tag transaction flow		Will IHMCL/NPCI provide the format for reconciliation files or is it to be designed by the bidder?	As per RFP.
76	125	Tag transaction flow		Please elaborate how VRN-based transactions (fallback from FASTag) are to be prioritized and validated by the system.	As per RFP.
77	125	Tag transaction flow		Are there any penalties associated with incorrectly classified tag transactions (e.g., treated as unsettled incorrectly)?	As per RFP.
78	125	Tag transaction flow		Will the Acquirer Bank have access to real-time blacklist/hotlist databases, or will sync be periodic?	As per RFP.
79	125	Tag transaction flow		Is the acquirer system expected to perform real-time retry logic before declaring a transaction as "Unsettled"?	As per RFP.
80	124	Page 124		For vehicles with valid FASTags and exempted status, what is the fallback process in case exemption database sync fails?	As per RFP.
81	124	Page 124		In the scenario where both RFID and ANPR fail, what is the prescribed manual process to ensure revenue assurance?	As per RFP.
82	124	Page 124		Should the system log each scenario type (e.g., clean, exempted, blacklisted) separately for audit and MIS reporting?	As per RFP.
83	124	Page 124		Is a real-time dashboard display of each transaction scenario required at the Control Center?	As per RFP.
84	124	Page 124		What criteria or thresholds are used to determine the confidence level of FASTag and ANPR reads in dual-read scenarios?	As per RFP.
85	124	Page 124		In case of mismatch between FASTag and ANPR data (e.g., different VRN), which source is considered authoritative?	As per RFP.
86	124	Page 124		Should system raise automatic flags or alerts for consecutive blacklisted or failed transactions on the same vehicle?	As per RFP.

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87	124	Page 124		Is there a prescribed latency/time limit between gantry read and transaction upload for each scenario type?	As per RFP.
88	124	Page 124		Are multiple VRN-based transactions allowed for the same vehicle on the same day? How is duplication avoided?	As per RFP.
89	124	Page 124		In what format must fallback transactions (manual/ANPR-based) be archived and reported to IHMCL/NHAI?	As per RFP.
90	126	Section 4		Will the NIC-developed grievance portal be fully integrated with the MLFF web application, or will it function standalone?	As per RFP.
91	126	Section 4		Is there an API-based interface available for the bidder to push grievance-related data to the NIC system?	As per RFP.
92	126	Section 4		Will the bidder be given access to user-uploaded evidence for resolving disputes through the grievance system?	As per RFP.
93	126	Section 4		What role does the bidder play in final adjudication of disputes—view-only, validate, or resolve?	As per RFP.
94	126	Section 4		Will vehicle users receive grievance submission and resolution updates via SMS/email, and who is responsible for this notification service?	As per RFP.
95	126	Section 4		Please confirm if grievance resolution records and logs need to be retained within the MLFF application backend.	As per RFP.
96	126	Section 4		What mechanisms are defined to prevent duplicate grievances for the same e-notice ID being raised by the end-user?	As per RFP.
97	128	Section 8		Should the MLFF software be hosted in IHMCL's data center, or is a cloud-based (SaaS) deployment permitted?	As per RFP.
98	128	Section 8		Are daily reconciliation reports expected to be automatically generated and digitally signed for audit compliance?	As per RFP.
99	128	Section 8		Does IHMCL require an offline/local dashboard backup to be maintained in case of link failures at the plaza?	As per RFP.
100	128	Section 8		What is the data archival policy (duration and frequency) for transaction logs, images, and video data?	As per RFP.
101	128	Section 8		Should the system support a fault-tolerant architecture (e.g., active-active or active-passive failover) for backend applications?	As per RFP.
102	128	Section 8		Will IHMCL provide the high-side (HT) power supply or must the bidder include transformer/substation installation costs?	As per RFP.
103	128	Section 8		who will provide a dedicated HVAC system for the MLFF Control Center?	As per RFP.
104	163	2.1 RFID Reader		What are the test cases required to validate the anti-collision and multi-tag reading capability of the RFID reader?	As per RFP.
105	163	2.1 RFID Reader		Is the internal memory requirement for local tag storage on power failure specified in terms of size or duration?	As per RFP.
106	163	2.1 RFID Reader		Is there a fallback mechanism in case of missed tag reads (e.g., data recovery from ANPR or manual reconciliation)?	As per RFP.
107	164	2.3 ANPR Camera System		What lighting standard must be adhered to for IR-based ANPR operation in tunnels or extreme night conditions?	As per RFP.

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108	164	2.3 ANPR Camera System		Can ANPR cameras be centrally configured or calibrated remotely via the MLFF application software?	As per RFP.
109	164	2.3 ANPR Camera System		What is the expected confidence threshold of OCR for triggering toll transaction vs. e-Notice?	As per RFP.
110	164	2.3 ANPR Camera System		Can one camera be used for multiple lanes if it meets resolution and FoV requirements?	As per RFP.
111	166	2.5 Audit Surveillance Camera		What is the retention requirement (in days) for continuous or event-based footage from audit cameras?	As per RFP.
112	167	2.6 LiDAR/Radar Detectors		What specific vehicle classification logic (axle count, length, height) is mandated for LIDAR/Radar systems?	As per RFP.
113	168	2.8 Time Synchronization		Is GPS-based time synchronization acceptable, or only NTP from IHMCL server?	As per RFP.
114	169	2.9 MLFF Application Software		What minimum fault tolerance mechanism is expected in Gantry software during network failure?	As per RFP.
115	169	2.9 MLFF Application Software		Can MLFF system auto-reassign toll amount in case of vehicle misclassification detected during manual validation?	As per RFP.
116	171	2.10 Web Portal		Should the portal allow real-time API feeds to external stakeholders (e.g., state transport, law enforcement)?	As per RFP.
117	171	2.10 Web Portal		Will the bidder be responsible for disaster recovery (DR) configuration of the portal infrastructure?	As per RFP.
118	171	2.10 Web Portal		What level of granularity is required for e-Notice rejection tracking (e.g., per user, shift-wise, or system-wise)?	As per RFP.
119	172	2.10 (a)		Should the portal support role-based access control (RBAC) for IHMCL, terminal operators, banks, and other users?	As per RFP.
120	172	2.10 (c)		What level of real-time data refresh rate (e.g., every 10 seconds, 1 min) is expected in the dashboards?	As per RFP.
121	172	2.10 (d)		Should the portal include a user activity log or audit trail module for all actions taken within the system?	As per RFP.
122	172	2.10 (e)		Is geo-tagging or GIS layer integration expected for the visual monitoring of MLFF lanes or assets?	As per RFP.
123	172	2.10 (h)		Are there any required API endpoints or integration formats mandated for third-party system integration?	As per RFP.
124	173	2.10 (l)		Will the web portal require integration with the NIC Grievance Portal for real-time status syncing?	As per RFP.
125	173	2.10 (m)		What data archival and backup policies should be built into the portal backend (e.g., 90-day rolling backup)?	As per RFP.
126	173	2.10 (n)		Does IHMCL expect the portal to provide real-time health status of hardware devices installed at plazas?	As per RFP.
127	Page 125, 169	NPCI / NETC Mapper		Will the APIs for NETC Mapper integration be provided by IHMCL or should the bidder develop them independently?	As per RFP.
128	Page 126, 173	NIC Grievance Portal		Will the bidder be given test credentials and documentation to integrate with the NIC Grievance Redressal System?	As per RFP.

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129	Page 125	NPCI CCH		What is the expected data exchange format and frequency for integration with NPCI's CCH for FASTag reconciliation?	As per RFP.
130	Page 125, 169	TMCC		Is there an existing API spec for TMCC integration , or is reverse engineering required for transaction reporting?	As per RFP.
131	Page 125, 169	Law Enforcement / RTO APIs		Will integration with State RTOs or police systems for blacklisted vehicle validation be in scope for Phase I?	As per RFP.
132	Page 125	NETC Transaction Gateway		Should the MLFF solution also act as a mini-acquirer switch or simply forward reads to an existing NETC interface?	As per RFP.
133	Page 169, 171	IHMCL Centralized Monitoring		Will the central monitoring system of IHMCL have a standard dashboard API that bidders must push data into?	As per RFP.
134	Page 124, 169	FASTag Exemption DB		Will there be real-time access to the exemption and blacklist databases , or is it batch synced daily/weekly?	As per RFP.
135	114	3.e.1 - Display of Rate of User Fee and User Fee Notification	The rates of User Fee, the categories of vehicles exempted from payment of User Fee and the name, address, and telephone number of the Authority to whom complaints, if any, should be addressed, shall be conspicuously and prominently displayed at the existing display board at the toll plaza. The height of the display boards and size of letters being such that it is easy for drivers to read. The display boards shall be provided by the Authority.	The RFP mentions that the user fee display board will be provided by the Authority, but does not specify whether the bidder is responsible for integrating or updating content on the board. Kindly clarify if the MLFF application must interface with the display board to show toll rates and vehicle-specific charges in real-time.	As per RFP.
136	82	7c- Electricity Power Management- Electricity Charges	The raw power will be supplied by NHAI. c) Electricity Charges: The bidder will bear all recurring electricity charges, including those for backup power sources.	What is the unit cost and Slab rate?	As per RFP.
137	137		Standards and Specification of all MLFF Sub System	Kindly confirm whether integrated RFID reader-antennas are permitted or whether a discrete antenna-reader setup is mandatory.	As per RFP.
138	87	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	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 clarification on whether this accuracy will be evaluated using vehicles bearing standard number plates as per CMVR norms, as real-world scenarios involve non-standard number plates , including those with stylized fonts, irregular spacing, non-reflective surfaces, signs, icons, multicolors, flags, regional or symbolic text, damaged or faded characters, or even vehicles without any number plate.	As per RFP.
139	82	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. This includes implementing regular cleaning schedules, efficient waste management, and adherence to hygiene standards.	The RFP does not mention the availability or condition of water supply at the site. Kindly clarify whether a functional water tank or alternative water storage facility is provided	As per RFP.
140	82	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. This includes implementing regular cleaning schedules, efficient waste management, and adherence to hygiene standards.	The RFP does not specify whether a functional drainage connection is available at the plaza site. Kindly clarify if a proper drainage system exists to manage wastewater or runoff.	As per RFP.
141	9			Kindly confirm whether the gantry infrastructure is structurally ready	As per RFP.
142	9			Kindly share the structural and dimensional drawings of the existing gantry	As per RFP.
143	General	General	General	Kindly clarify how the MLFF system is expected to handle passage of exempt vehicle categories, such as ambulances, police vehicles, and defense vehicles, in accordance with applicable toll exemption rules.	As per RFP.