

Request for Proposal (RFP) for Consultancy Services for Supervision and Monitoring of Multi Lane Free Flow (MLFF) Tolling Projects in India

Reply of Pre-Bid Queries

RFP Reference No.: IHMCL/Consultant/MLFF/2025/01 published on dated 01.07.2025.

E-tender Id: 2025_NHAI_239929_1

Date: 25.07.2025

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
1	Clause 4.3 (2) of section 4, Page 11 Form 4, page 59	Certificate from the CA/Statutory Auditor clearly specifying the annual turnover of more than 10 crores in the last 3 years (Financial Years 2022-23, 2023-24, and 2024-25)	The audit for the fiscal year 2024-25 is currently underway. Therefore, providing the audited balance sheet for this period at this time is not feasible. We kindly request that you consider the audited financial statements from the last three fiscal years (2021-22, 2022-23, and 2023-24) for your criteria and evaluation.	Refer Corrigendum-1
2	Clause 12.16. Consequence of Termination	Upon termination of the Contract for any reason: a) The Consultant shall immediately cease all activities and hand over to IHMCL all documents, data, deliverables, equipment, and materials related to the assignment;	Request you to please amend as following; “The Consultant shall immediately cease all activities and hand over to IHMCL, (subject to retention of professional records) , all documents, data, deliverables, equipment, and materials related to the assignment.”	As per RFP
3	Termination		The following to be added in the contract: “IHMCL agrees that Consultant may terminate this Contract or any particular services immediately upon written notice to IHMCL, if Consultant reasonably determines that it can no longer provide the services in accordance with applicable law or its professional obligations.”	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
4	Clause 12.9 of Appendix III: Conditions of Contract, Page 67	12.9.1. No services covered under the Contract shall be sold or disposed by the Consultant in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Consultant shall indemnify IHMCL from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Consultant, IHMCL shall be defended in the defence of such proceedings.	Clause to be Deleted. It is to note that even without this indemnity, IHMCL has the right to sue EY for breach of the contract/ agreement. Undertaking any manner of indemnity obligation is not acceptable in line with EY's standard business and contracting policy.	As per RFP
5	Clause 12.9 of Appendix III: Conditions of Contract, Page 67		The following to be added in the contract “Each party retains its rights in its pre-existing intellectual property. Except as explicitly agreed in writing between parties, any intellectual property developed by Consultant, and any working papers compiled in connection with the Services (but not IHMCL’s Information provided by IHMCL contained in them which shall remain IHMCL’s property), shall be the property of Consultant.”	As per RFP
6	Clause 12.19, Page 89	Indemnity	Clause to be Deleted. It is to note that even without this indemnity, IHMCL has the right to sue EY for breach of the contract/ agreement. Undertaking any manner of indemnity obligation is not acceptable in line with EY's standard business and contracting policy.	As per RFP
7	General	MLFF	IHMCL is requested to define MLFF and provide examples of implementation of MLFF in India. Subsequently, it is requested to review the experience criteria where MLFF experience has been asked in case of key resources.	As per RFP. Refer Appendix-V.

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
8	Clause 6.3.2.1. (D1) Page No. 29	<p>Engineer in-charge Education Qualification</p> <p>(i) Bachelors Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof, from any IITs/NITs or Top 50 colleges as per NIRF list for the year 2024= 4 marks</p> <p>(ii) Ph.D or Masters of Science or Masters in Engineering or Masters of Technology from India or Abroad = 3 marks</p> <p>Reference: Link for NIRF Top 50 Engineering Colleges: https://www.nirfindia.org/Rankings/2024/EngineeringRanking.html</p>	<p>Request to revise the clause as: "(i) Bachelors Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof, from any IITs/NITs/ AICTE/UGC-recognized institute = 4 marks (ii) Ph.D or Masters of Science or Masters in Engineering or Masters of Technology/MBA or equivalent from India or Abroad = 3 marks"</p> <p><i>Restricting eligibility to IITs/NITs or Top 50 NIRF colleges limits participation and may exclude highly experienced and capable professionals from other well-established institutes. Removing this condition ensures a wider talent pool while maintaining the required academic qualification and domain relevance. Additionally, Master's degrees such as MBA are highly relevant to the scope of consultancy and supervision services, which require both technical expertise and project management capabilities.</i></p> <p><i>With a wider range in the Master's degree criteria after including MBA/Equivalent, if the Authority wishes to retain the requirement of NIRF ranking of the institute, the same may be relaxed to consider either of the degrees provided in the criteria as qualifying—if either falls within the Top 50 colleges as per NIRF.</i></p>	Refer Corrigendum-1
9	Clause 6.3.2.1. (D2)Page No. 32	MLFF Tolling Expert	Details of Barrier less Tolling Technology experience to be elaborated and need to understand the profile of Barrier less Tolling.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
10	Clause 6.3.2.1. (D2) Page No. 32	MLFF Tolling Expert a) Minimum Years of Experience- The MLFF Tolling Expert should have minimum 15 years of overall professional experience out of which minimum 10 years experience in Barrier Less Tolling Systems.	We kindly request the authority to consider a relaxation in the specified experience criteria, we suggest modifying the clause to: "The MLFF Tolling Expert should have a minimum of 15 years of overall professional experience, out of which a minimum of 5 years shall be in Electronic Toll Collection Systems." <i>MLFF is a new and emerging technology in India, with large-scale projects only starting in recent years. Asking for 10 years of experience in such systems may limit the pool of qualified experts, as even experienced professionals may not have that many years in MLFF specifically. Reducing the requirement to 5 years for electronic toll collection will ensure relevant expertise while allowing more capable professionals to participate.</i>	Refer Corrigendum-1
11	Clause 6.3.2.1. (D2) Page No. 32	MLFF Tolling Expert Educational Qualification (i) Bachelors Degree in Engineering/Science = 3 marks (ii) Masters Degree in Engineering/Science = 2 marks	We request the Authority to consider a relaxation in the educational qualification criteria by including Master's degrees such as M.Tech, MBA, or other equivalent postgraduate qualifications in relevant fields under the second category. Revised clause: " (ii) Master's Degree in Engineering/Science/Technology/Management or equivalent = 2 marks " <i>Master's degrees such as MBA are highly relevant to the scope of consultancy and supervision services, which require both technical expertise and project management capabilities.</i>	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
12	Clause 6.3.2.1. (D2) Page No. 32	<p>MLFF Tolling Expert Experience in Barrier-less Tolling Technology</p> <p>(i) More than 15 year = 5 marks (ii) Between 15 years and up to 10 Years = 3 marks (iii) Less than 10 years = 0 marks</p>	<p>Request to revise the marking scheme as follows: "(i) More than 10 years = 5 marks (ii) Between 5 years and up to 10 years = 3 marks (iii) Less than 5 years = 0 marks"</p> <p><i>Since MLFF and barrier-less tolling are relatively new in India, setting the threshold at 15 years may exclude otherwise capable professionals with relevant and recent experience. The proposed revision will improve inclusivity while maintaining the focus on relevant expertise.</i></p>	Refer Corrigendum-1
13	Clause 6.3.2.1. (D5/D6/D7/D8) Page No. 33	<p>Project In-Charge (4 Nos.) b) Minimum Years of Experience – 10 years of overall professional experience out of which minimum 03 years Experience in RFID based Electronic Toll Collection</p>	<p>Request to revise the clause as: "b) Minimum Years of Experience – 7.5 years of overall professional experience out of which minimum 03 years Experience in RFID based Electronic Toll Collection"</p> <p><i>RFID-based Electronic Toll Collection is a relatively recent advancement in India, with large-scale adoption only in the past few years. Requiring 10 years of total experience may exclude skilled professionals who have been actively involved in these systems since their introduction.</i></p>	Refer Corrigendum-1
14	Clause 6.3.2.1. (D5/D6/D7/D8) Page No. 33	<p>Project In-Charge (4 Nos.) Total Professional Experience in Electronics/ Telecom/ Software/Technology /project management, IT/ ICT/ Communication.</p> <p>(i) More than 15 year = 3 marks (ii) Between 10 years and up to 15 Years = 2 marks (iii) Less than 10 years = 0 marks</p>	<p>Request to revise the marking scheme as follows: "(i) More than 10 years = 3 marks (ii) above 7.5 years and up to 10 years = 2 marks (iii) 7.5 years = 0 marks"</p> <p><i>Limiting higher marks to only those with over 15 years may overlook such candidates. The proposed thresholds ensure a fairer evaluation</i></p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			<i>that reflects both experience and current technical relevance.</i>	
15	Clause 8.3.1. Various Activities & Deliverables	Point 3 (d) Monitoring and Evaluation of Project Implementation	Validate different software solution like Toll Collection, Violation Software, and Integration to VAHAAN / NIC.	As per RFP
16	Clause 8.3.1. Various Activities & Deliverables	Point 3 (f) Monitoring and Evaluation of Project Implementation - Old data Migration	Please confirm the current platform which is being used for data storage and confirm the new platform to be used for data migration to check the feasibility of legacy data migration.	As per RFP
17	Clause 8.6. Payment Milestones	Point (C) need clarification on all travel expenses/acomadation expenses	Kindly confirm if all the travel expenses and acomadation (Local or Out station) will not be borne by bidder.	As per RFP
18	8.4.1. Brief of Duties of Professionals Page No. 46	"7. Structural Engineer: Provides expert review and validation of gantry, foundation, and control room designs. Conducts site assessments, evaluates structural drawings, ensures compliance with IRC/IS codes, and monitors execution quality of civil works related to MLFF Tolling infrastructure. "	If the removal of the Structural Engineer profile is not accepted, we request that the authority may kindly restrict the scope of the Structural Engineer to reviewing third-party reports and audit documents submitted by the System Integrator, rather than requiring active site-level validation or assessments.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
19	8.4. Resources Requirement & Availability Page No. 43	8.4. Resources Requirement & Availability	<p>We request the authority to kindly clarify the following with respect to the deployment of resources:</p> <p>1. Duration and Location of Deployment:</p> <p>a. Intermittent Resources (Engineer-in-Charge, MLFF Tolling Expert, Data Security Expert, and Structural Engineer)i). Whether their physical presence is required onsite, and if yes, kindly specify the expected frequency (e.g., number of days per month or per quarter).ii). Whether remote delivery or a hybrid model is acceptable for these roles, considering their intermittent availability.b. Full-time Onsite Resources(Project In-Charge 1–4, Team Leader, MIS Expert)i). Please specify the base location (city/town) where these full-time resources will be stationed for the project duration.ii). Kindly confirm whether frequent travel or field movement is expected from these resources as part of their responsibilities.2. Accommodation During Travel:i). When any resource is required to travel to the client site or any other project location, kindly clarify:ii). Who will bear the cost of accommodation during such travel?iii). Whether accommodation expenses will be reimbursed as part of Out-of-Pocket Expenses (OPE), and if so, under what entitlements or reimbursement limits.<i>Clarity on deployment location, travel frequency, and accommodation reimbursement is essential for efficient manpower planning, logistics coordination, and accurate estimation of project costs. It will also ensure timely mobilization and sustained</i></p>	As per RFP. Refer Clause 8.4 and Corrigendum-1.

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			<p><i>availability of key personnel aligned with project needs.</i></p>	

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
20	8.10. Out of Pocket expenses Page No. 50	<p>a) The costs incurred by the Consultant for Out-of-Pocket Expenses (OPE) for travel to the project site, shall be reimbursed on an actual basis. The reimbursement shall be as per RFP, subject to the submission of original receipts, travel document, invoices, and any other necessary supporting documents as required by IHMCL.</p> <p>Local Conveyance - Actual expenditure subject to Maximum ceiling of Rs. 1000 per day</p> <p>TA (Entitlements) - Air - Economy Class</p> <p>TA (Entitlements) - Rail - 2nd Tier AC</p> <p>TA (Entitlements) - Road - Actual Fare by any type of public bus including AC Bus or AC Taxi</p>	<p>We request the authority to kindly clarify: If a resource travels to the project site using their personal vehicle, will the fuel cost and toll charges be reimbursed by IHMCL? Also please confirm the basis of reimbursement (e.g., per kilometre rate or actual fuel/toll receipts).</p> <p><i>There are scenarios where use of personal vehicle may be more practical or necessary, especially for local/regional travel not well served by public transport. Clarifying this will ensure proper compliance with the Out-of-Pocket Expenses reimbursement policy and accurate cost planning.</i></p>	As per RFP. Refer Clause 8.9.3 (i) and Corrigendum-1.
21	8.9. Administrative Provisions Section 8.9.1, Page 49	8.9.1 The Consultant shall mandatorily establish and maintain a dedicated project office within a radius of 5 kilometers from the IHMCL Headquarters located in Dwarka, New Delhi, for the duration of the project. The office shall be fully equipped and staffed in accordance with the manpower deployment and operational requirements specified in this ToR.	We request the Authority to consider allowing consultants with an existing fully functional office in Delhi NCR to operate from the same. <i>EY has an established office in Delhi NCR that is adequately staffed, fully equipped, and capable of supporting the project requirements in accordance with the ToR.</i>	Refer Corrigendum-1
22	8.4.3. Other requirements Page No. 46	a) No replacement of Key resources viz Engineer in-charge, MLFF Tolling Expert, Team Leader cum TMS/ETC Engineer, Data Security Expert, Project In-Charges shall be allowed in the 1st year of the Project. A penalty of Rs. 2 lakhs per resource shall be applicable for any replacement in the first year. Replacement of any proposed resource shall be allowed only in cases such as resignation, medical exigency, etc. Any such replacement shall be done only with equally or more qualified and experienced resource as per written approval from IHMCL.	We request revision of this clause to allow replacement without penalty, in justified scenarios, with equally qualified personnel and IHMCL's prior approval.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
23	Section 8.4 Resources Requirement & Availability		<p>1. Kindly clarify whether the required 50% availability for the Engineer-in-Charge is to be maintained on a monthly average basis or cumulatively over the duration of the assignment. Additionally, please confirm if remote presence is acceptable for activities not requiring physical site presence.</p> <p>2. We also request the Authority to allow flexibility for deployment of senior-level resources such as Partner/Director, who may not be available full-time on-site but shall remain actively involved through periodic reviews, strategic oversight, and participation in key meetings.</p> <p><i>Senior leadership is typically engaged across multiple strategic assignments. While they remain accessible and involved in critical decision-making, full-time deployment may not be feasible. A hybrid model would ensure effective governance without compromising project outcomes.</i></p>	As per RFP
24	8.4.3. Other requirements Page No. 47	c) Any unauthorized Leave of Full-time resources shall incur a penalty of Rs. 10,000/- per day, which shall be deducted from invoice payables. IHMCL reserves the right to deploy technology based attendance system for the resource person.	It is requested that IHMCL allow leaves and as per EY leave policy. Further, EY employees are required to complete prescribed trainings (both online and in-person) and they may be granted leave to complete the same.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
25	6.3.1. Detailed Technical Scoring Criteria D Resource Profile (Based on detailed marking as provided in subsequent section in Clause 6.3.2)	Supporting Documents required 2. Supporting document/proof to be attached along with CVs for project experience and qualification as per requirement in Table under Clause 6.3.2	We request the authority to kindly revise the clause as follows: "Supporting document/proof to be attached along with CVs for qualification only, as per requirement in Table under Clause 6.3.2." <i>It may not be feasible to furnish supporting documents or formal proofs for all project experiences listed in the CVs, particularly for individual contributions on past assignments. We request acceptance of self-certified CVs or declarations from the bidder for project experience in such cases.</i>	As per RFP
26	6.3.1 Detailed technical Scoring Criteria	A1: Average Annual Turnover generated in the last three Financial Years 2022-23, 2023-24 and 2024-25: - Above INR 10crore - 5 Marks - INR 5 Crore to INR 10 Crore - 4 marks - Below INR 5 Crore - 0 Mark	Considering the vast expertise and quality of work required it is requested to kindly consider the following change: - Above INR 200crore - 5 Marks - INR 180 Crore to INR 200 Crore - 4 marks - Below INR 180 Crore - 0 Mark	As per RFP
27	6.3.2.1 D1 - Engineer in-charge	a) Minimum Years of Experience - The Engineer in-charge should mandatorily hold a senior position in the company relevant to Partner / Director having minimum 25 years of experience working in the field of IT / Electronics/Software Technology.	The requirement of the minimum experience for the said position is too vast considering the candidate of such experience and position will not be working project specific. It is requested to kindly reduce the minimum years of experience to 15 years .	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
28	6.3.2.1 D1 - Engineer in-charge	(i) Bachelors Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof, from any IITs/NITs or Top 50 colleges as per NIRF list for the year 2024= 4 marks	<p>The NIRF rankings are published annually, and the list of colleges keeps on changing. People who may have passed from colleges in top 50 list back then 15 to 25 years ago, may not even appear in today's list.</p> <p>More weightage may be given to experience and knowledge and work profile of the expert.</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
29	6.3.2.1 D2 - MLFF Tolling Expert	a) Minimum Years of Experience- The MLFF Tolling Expert should have minimum 15 years of overall professional experience out of which minimum 10 years experience in Barrier Less Tolling Systems	As the barrier less tolling is a new concept in India and is still under implementation, therefore, it is requested to kindly remove the criteria of minimum 10 years in Barrier Less Tolling Systems.	Refer Corrigendum-1
30	6.3.2.1 D2 - MLFF Tolling Expert	Total Professional Experience in IT / Electronics/ Telecom/ Software Technology or similar fields(i) More than 20 year = 5 marks(ii) Between 15 years and up to 20 Years = 3 marks(iii) Less than 15 years = 0 marks	Since the basic concept of the MLFF tolling is same as that of the conventional tolling/ access controlled tolling, a candidate with an experience to 15 years is well equipped with the knowledge and the latest guidelines in place by NHAI/IHMCL/MoRTH, therefore is requested to consider the changes in requirement as given below:Total Professional Experience in IT / Electronics/ Telecom/ Software Technology or similar fields(i) More than 15 year = 5 marks(ii) Between 10 years and up to 15 Years = 3 marks(iii) Less than 10 years = 0 marks	Refer Corrigendum-1
31	6.3.2.1 D2 - MLFF Tolling Expert	Experience in Barrier-less Tolling Technology (i) More than 15 year = 5 marks (ii) Between 15 years and up to 10 Years = 3 marks (iii) Less than 10 years = 0 marks	As the barrier less tolling is a new concept in India and is still under implementation, therefore, it is requested to kindly remove the criteria of minimum 10 years in Barrier Less Tolling Systems. Request to be deleted	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
32	6.3.2.1 D3 - Team leader-sum-TMS / ETC Engineer	<p>Total Professional Experience in Electronics/ Telecom/ Software Technology /project management in IT/ ICT/ Communication.</p> <p>(i) More than 20 year = 5 marks (ii) Between 15 years and up to 20 Years = 3 marks (iii) Less than 15 years = 0 marks</p>	<p>A candidate with an experience to 15 years required for the position in line with the given scope is well equipped with the knowledge and the latest guidelines in place by NHAI/IHMCL/MoRTH, therefore is requested to consider the changes in requirement as given below:</p> <p>Total Professional Experience in Electronics/ Telecom/ Software Technology /project management in IT/ ICT/ Communication.</p> <p>(i) More than 15 year = 5 marks (ii) Between 10 years and up to 15 Years = 3 marks (iii) Less than 10 years = 0 marks</p>	Refer Corrigendum-1
33	6.3.2.1 D5/6/7/8 - Project In-Charge	<p>Total Professional Experience in Electronics/ Telecom/ Software/Technology /project management, IT/ ICT/ Communication.</p> <p>(i) More than 15 year = 3 marks (ii) Between 10 years and up to 15 Years = 2 marks (iii) Less than 10 years = 0 marks</p>	<p>A candidate with an experience to 10 years required for the position in line with the given scope is well equipped with the knowledge and the latest guidelines in place by NHAI/IHMCL/MoRTH, therefore is requested to consider the changes in requirement as given below:</p> <p>Total Professional Experience in Electronics/ Telecom/ Software/Technology /project management, IT/ ICT/ Communication.</p> <p>(i) More than 10 years = 3 marks (ii) Less than 10 years = 0 marks</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
34	6.3.2.2 D10 - Structural Engineer	As per RFP	<p>The general experience sought in the PQ-TQ, as well as overall scope of work is related to IT / ITMS / ATMS / TMS etc.</p> <p>Structural Engineering work is not a related to current scope.</p> <p>There are separate firms with specific expertise in IT and specific expertise in Structural Engineering.</p> <p>It is hence requested to consider either of the following:</p> <p>a. remove requirement of Structural Engineer and its entire scope of work from the RFP, OR</p> <p>b. Scope should include assistance in onboarding of required Consultant who will assist the IHMCL directly and in coordination with the Consultant in executing the necessary site visit and other related works, or</p> <p>c. Allow sub-contracting, wherein the Consultant will sub-contract the work to competent civil firms, who will be completely responsible for executing the work and its outcome.</p>	As per RFP
35	8.3.1.5	Creation of MIS, Dashboards, Reports, and Presentations to Track and Showcase Progress, Gaps, and Risks	We understand that consultant shall support IHMCL to develop the MIS through a separate vendor, which will integrate with all the respective Toll Operators for centralized MIS. The consultant will not be required to create/develop a dashboard as it is a separate domain of software development.	Understanding is incorrect. Refer Clause 8.3.1.5.

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			Request to kindly clarify.	
36	8.3.1.10	Compliance and Verification of the Components and Their Specifications, Based on Guidance from RFP Floated for MLFF Based Tolling in Indiac) Conduct calibration and functionality tests to validate alignment with standards like STQC, CERT-in BIS, and IT Act for data security.	We understand that the Calibration and functionality tests would be as per the system performance at site and any deviation from the required output from the system.Please clarify	As per RFP
37	8.3.1.11	Support Services in Existing Toll Plazas	We understand that existing toll plazas means the toll plazas running on MLFF only and not other conventional toll plazas under IHMCL. Please clarify	Understanding is incorrect. Refer clause 8.3.1.11 and 8.3.1.6(f)
38	8.3.2	Design and Consultancy for PAN India Implementation of MLFF Tolling Project	The scope pertaining to RFP and bid management requires experts like procurement expert, IT/Network Expert etc. which is not provided for in the RFP. Therefor it is requested to add the required profiles commensurate to the work expected.	As per RFP. If required by Bidder, they may engage additional resource to fulfill the scope of the work and no additional cost shall be paid.

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
39	8.4 - Resources Requirement & Availability	Table Given	<p>We understand On-site means that the team can work from the office setup within 5km radius from the IHMCL office and will visit toll plazas as per requirement/schedule given in the RFP.</p> <p>Please clarify</p>	Refer Corrigendum-1
40	8.4.2 - Minimum Site Deployment Obligations of Intermittent Key Professionals	As per RFP	<p>The site visits mentioned in the RFP are for each MLFF site, the total number of MLFF sites are not defined in the RFP. Assuming 20 working days in the month even if 10 MLFF sites are functional and considering 3 days per site, it will take 30 days to complete the same, which may be practically impossible for one person to achieve.</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
41	8.4.4 - Structural Engineer and Design of Command and Control Rooms	<p>c) Parallely, the establishment of a Command-and-Control Room (CCR) forms a critical component of the MLFF Tolling project, serving as the central nerve center for real-time monitoring, management, and control of tolling operations. The CCR should be housed in a dedicated facility that is either newly constructed or retrofitted to accommodate the necessary civil, electrical, and IT infrastructure. This includes HVAC systems, fire suppression mechanisms, access-controlled entry, server rooms, and operator bays. The facility must be equipped with a high-availability communication network, typically using fiber optics or secured VPNs, linking each toll plaza to the central control room with redundancy for uninterrupted connectivity. The IT infrastructure within the CCR must include large video walls, operator consoles, and integrated workstations capable of displaying live camera feeds, transaction records, ANPR alerts, violation data, and the operational status of all tolling equipment. On the software front, the CCR should incorporate a suite of applications, including a central toll management dashboard, a violation detection system, an incident monitoring and response platform, a device health tracker, and robust reporting modules for financial and operational analytics. The operation of the CCR requires skilled personnel trained to manage round-the-clock shifts, respond to equipment malfunctions, escalate violations, and coordinate with field teams. Security of the control room must be ensured through CCTV surveillance and biometric or RFID-based access control systems. Additionally, a reliable data backup and disaster recovery mechanism must be in place to safeguard operational continuity. The Command-and-Control Room must also align with the IT and cybersecurity standards prescribed by the Ministry of Electronics and Information Technology (MeiTY) and adhere to the broader guidelines of MoRTH and NHAI. All associated documentation, including architectural layouts, system architecture, user manuals,</p>	<p>This clause seems to be misplaced, may be appropriately modified. Please consider</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
		operational SOPs, and maintenance SLAs, form part of the required deliverables for a fully functional and compliant CCR.		
42	8.6 - Payment Milestones	b) The Payment shall commence only after deployment of all resources as per RFP. The Payment shall be subject to any applicable deductions as per terms and condition specified in the RFP.	Since the project scope is vast, deployment of the resources may take a little time, therefore, we request to consider the following change - The Payment to commence for the deployed resources.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
43	8.10.1	In the event of international travel for purposes of mandatory site visit or other approved assignments or travel of MLFF Tolling Expert, the reimbursement towards airfare shall be limited to a maximum ceiling of ₹2,00,000 (Rupees Two Lakhs only) per month per person, for economy class travel subject to submission of invoices, travel documents etc. and compliance of clause 8.10.1(c). Any expenditure towards international travel, above this ceiling limit is to be borne by the consultant.	Availability of tickets and pricing is dynamic depending upon the time of booking, therefore it is requested to kindly pay the travel fee for economy class as per actual.	As per RFP
44	8.10.1	b) Visa fees, security clearances, insurance, documentation, and any other ancillary arrangements required for international travel shall be the sole responsibility of the Consultant, and no separate reimbursement or payment shall be made by IHMCL on these accounts.	b) Visa fees, security clearances, insurance, documentation, and any other ancillary arrangements required for international travel shall be the sole responsibility of the Consultant, however IHMCL shall support in providing necessary permissions/ documents, etc. for applying for the visa, etc. , and no separate reimbursement or payment shall be made by IHMCL on these accounts.	As per RFP
45	1.vii	2) Command-and-Control Room (CCR) Development:a. Status of CCR civil works (e.g., HVAC, fire suppression installation, etc.).b. Progress on IT infrastructure (e.g., video walls, network connectivity, etc.).c. Compliance with MeITY cybersecurity standards/ STQC certifications for software.	This clause seems to be misplaced, may be appropriately modified. Please consider	As per RFP
46	12.11.1 Deliverable Timelines	- Delay in deliverable for more than 7 days, such as progress report, SAT reports etc.	the volume and quantum of the work is not defined in the RFP, for example, there are multiple RFP floated simultaneously with multiple projects under implementation and O&M, adherence to the timelines with same number of resources may not be possible. It is therefore requested to kindly modify the clause as below: Delay in deliverable from the agreed timeline for	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			<p>more than 7 days on case to case basis.</p> <p>Please consider</p>	
47	12.12.3 - Termination Due to Breach, Non-Compliance, or Non-Performance	IHMCL may, by written notice, terminate the Contract in whole or in part at any time in the event of:	<p>In case of non-compliance of the events given below IHMCL shall give notice atleast one month in advance, and if non-compliance to that issue is not resolved IHMCL may terminate the contract</p> <p>Please consider</p>	As per RFP
48	12.20.1 - Liability	The liability cap given shall not be applicable to the indemnification obligations.	Request to kindly delete this clause.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
49	6.3.2.1. Key Professionals	<p>D1 Engineer in-charge Minimum Years of Experience- The Engineer in-charge should mandatorily hold a senior position in the company relevant to Partner / Director having minimum 25 years of experience working in the field of IT / Electronics/Software Technology.</p> <p>Educational Qualification (i) Bachelors Degree in Engineering in IT/ Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof, from any IITs/NITs or Top 50 colleges as per NIRF list for the year 2024= 4 marks (ii) Ph.D or Masters of Science or Masters in Engineering or Masters of Technology from India or Abroad = 3 marks • Reference: Link for NIRF Top 50 Engineering Colleges: https://www.nirfindia.org/Rankings/2024/EngineeringRanking.html</p> <p>Experience in PMU for IT/TMS/ITMS/ITS Projects with Central / State Government departments/ entities, Authorities, or PSUs having key Components of Cameras / Radars / LiDAR. (i) More than 3 projects = 3 marks (ii) Equal to 3 projects = 2 marks (iii) Equal to 2 projects = 1 marks (iv) Less than 2 projects = 0 marks</p>	<p>As per current industry practices Leading consulting and implementation agencies in India, including those managing large central/state ITS/ITMS/PMU projects, usually deploy experts with 15–20 years of domain experience, which has been sufficient for ensuring high-quality project outcomes.</p> <p>Additionally , advanced degrees such as Ph.D. are not standard for project leadership roles in implementation-focused engagements. Practical experience and successful project delivery are stronger indicators of capability and Limiting eligibility to only top-tier institutions reduces healthy competition and may result in poor response or limited participation from capable bidders. This could impact overall project timelines and competitiveness.</p> <p>Citing above, we request you to 1.Consider revising the required experience from 25 years to 15 years, considering the evolving nature of the IT/ITS domain, where rapid technological changes often favor professionals with more recent, hands-on experience. 2. Removal of the restrictive clause that mandates engineering degrees from only IITs/NITs or Top 50 NIRF colleges, as this narrows the talent pool and may not reflect actual competency or real-world experience. 3. Removal of the Ph.D. requirement, as it is rarely aligned with industry standards or typical profiles for senior professionals leading complex ITS/TMS/PMU projects in India.</p> <p>Hence, we propose the clause be amended as follows: D1 Engineer In-Charge:</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			<p>Must hold a senior role in the organization with minimum 15 years of experience in the field of IT / Electronics / Electrical / Software Technology = 4 marks</p> <p>Educational Qualification: Bachelor's degree in Engineering in IT / Electronics / Electrical / Computer Science / Instrumentation from a recognized university in India or abroad = 3 marks</p> <p>Experience in PMU for IT/TMS/ITMS/ITS Projects with Central / State Government departments/ entities, Authorities, or PSUs having key Components of Cameras / Radars / LiDAR.</p> <p>(i) More than 3 projects = 3 marks (ii) Equal to 3 projects = 2 marks (iii) Equal to 2 projects = 1 marks (iv) Less than 2 projects = 0 marks</p>	

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
50	6.3.2.1. Key Professionals	<p>D2. MLFF Tolling Expert Minimum Years of Experience- The MLFF Tolling Expert should have minimum 15years of overall professional experience out of which minimum 10 years experience in Barrier Less Tolling Systems. Educational Qualification (i) Bachelors Degree in Engineering/Science = 3 marks (ii) Masters Degree in Engineering/Science = 2 marks Total Professional Experience in IT / Electronics/ Telecom/ Software Technology or similar fields (i) More than 20 year = 5 marks (ii) Between 15 years and up to 20 Years = 3 marks (iii) Less than 15 years = 0 marks Experience in Barrier- less Tolling Technology (i) More than 15 year = 5 marks (ii) Between 15 years and up to 10 Years = 3 marks (iii) Less than 10 years = 0 marks</p>	<p>While we fully appreciate the intent to engage highly experienced professionals in this key role, we would like to highlight that Barrier-Less (MLFF) Tolling Systems are relatively new in India and full-scale implementations are in very early stages. As such, it is currently challenging to source professionals with 10+ years of specific MLFF experience within the Indian context. Further, many experts with deep tolling system knowledge (including hybrid ETC, RFID-based FASTag etc) have strong technical and operational credentials but may not have exposure to MLFF specifically over a 10-year period. We therefore propose The MLFF Tolling Expert should have minimum 12 years of total professional experience, with at least 5 years of specific experience in tolling systems (including ETC / Hybrid / MLFF-related components). Additionally We request that the mandatory requirement for a Master's degree be removed, and instead, candidates holding a Bachelor's degree in Engineering/Science along with PMP (Project Management Professional) certification be preferred, as PMP credentials are globally recognized for ensuring structured and efficient project execution. Hence, we propose the clause be amended as follows: Minimum Years of Experience- The MLFF Tolling Expert should have minimum 15 12 years of overall professional experience out of which minimum 10 years experience in Barrier Less Tolling Systems with minimum 5 years of relevant experience in tolling systems (ETC/Hybrid/MLFF). Educational Qualification (i) Bachelors Degree in Engineering/Science = 3 marks (ii) Masters Degree in Engineering/Science Valid PMP Certification = 2 marks Total Professional Experience in IT /</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			<p>Electronics/ Telecom/ Software Technology or similar fields(i) More than 20 12 year = 5 marks(ii) Between 15 8 years and up to 20 12 Years = 3 marks(iii) Less than 15 8 years = 0 marksExperience in Barrier-less Tolling Technology (ETC/Hybrid/MLFF).(i) More than 15 12 year = 5 marks(ii) Between 15 12 years and up to 10 5 Years = 3 marks(iii) Less than 10 5 years = 0 marks</p>	

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
51	6.3.2.1. Key Professionals	<p>D3. Team Leader-cum-TMS / ETC Engineer</p> <p>a) Minimum Education Qualification – Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof from any recognized institute by AICTE or MCA/MSc(IT) from any institute recognized by UGC.</p> <p>b) Minimum Years of Experience – At least 15 years of overall professional experience out of which minimum 05 years Experience in RFID based Electronic Toll Collection..</p> <p>Total Professional Experience in Electronics/ Telecom/ Software Technology /project management in IT/ ICT/ Communication.</p> <p>(i) More than 20 year = 5 marks (ii) Between 15 years and up to 20 Years = 3 marks (iii) Less than 15 years = 0 marks</p> <p>Total years of experience working in the field of Electronic Toll Collection System using Passive RFID Technology (FASTag)</p> <p>(i) More than 05 years = 5 marks (ii) More than 03 years upto 05 years = 3 marks (iii) Less than 03 years = 0 marks</p>	<p>As per the clause, the requirement specifies at least 15 years of overall professional experience, which may significantly limit participation of several qualified professionals who have successfully led and executed large-scale ETC and TMS projects but have less than 15 years of total experience.</p> <p>Considering the rapid evolution of tolling technologies in India, many subject matter experts involved in the national rollout of RFID-based FASTag systems and TMS platforms possess 8–12 years of solid experience, including substantial hands-on exposure to ETC systems. These professionals bring contemporary technical know-how, agility, and recent implementation insights critical to modern ITS projects.</p> <p>We therefore request to revise the requirement from 15 years to 10 years of overall professional experience, with at least 3 years of specific experience in RFID-based Electronic Toll Collection systems.</p> <p>Hence, we propose the clause be amended as follows:</p> <p>D3. Team Leader-cum-TMS / ETC Engineer a) Minimum Education Qualification – Degree in Engineering in IT / Electronics /Electrical / Computer Science/ Instrumentation Engineering or combination thereof from any recognized institute by AICTE or MCA/MSc(IT) from any institute recognized by UGC. b) Minimum Years of Experience – At least 15 10 years of overall professional experience out of which minimum 05 years Experience in RFID</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			<p>based Electronic Toll Collection..</p> <p>Total Professional Experience in Electronics/ Telecom/ Software Technology /project management in IT/ ICT/ Communication.</p> <p>(i) More than 20 10 year = 5 marks</p> <p>(ii) Between 15 5 years and up to 20 10 Years = 3 marks</p> <p>(iii) Less than 15 5 years = 0 marks</p> <p>Total years of experience working in the field of Electronic Toll Collection System using Passive RFID Technology (FASTag)</p> <p>(i) More than 05 years = 5 marks</p> <p>(ii) More than 03 years upto 05 years = 3 marks</p> <p>(iii) Less than 03 years = 0 marks</p>	

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
52	6.3.2.1. Key Professionals	<p>D5/D6/D7/D8: Project In-Charge (4 Nos.)a) Minimum Education Qualification – Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof from any recognized institute by AICTE or MCA/MSc(IT) from any institute recognized by UGC.b)Minimum Years of Experience – 10 years of overall professional experience out of which minimum 03 years Experience in RFID based Electronic Toll Collection.Total Professional Experience in Electronics/ Telecom/ Software/Technology/project management, IT/ ICT/Communication.(i) More than 15 year = 3 marks(ii) Between 10 years and up to 15 Years = 2 marks(iii) Less than 10 years = 0 marksTotal years of experience working in the field of Electronic Toll Collection System using Passive RFID Technology (FASTag)(i) More than 05 years = 2 marks(ii) Between 03 years upto 05 years = 1 marks(iii) Less than 03 years = 0 marks</p>	<p>Given that tolling professionals have contributed significantly to the implementation, configuration, and operational support of ETC systems at scale, we believe that reducing the threshold will not only enhance participation but also reflect real-world capability more accurately.We therefore request to revise the requirement from 10 years to 8 years of overall professional experience, with at least 3 years of specific experience in RFID-based Electronic Toll Collection systems.Hence, we propose the clause be amended as follows:D5/D6/D7/D8: Project In-Charge (4 Nos.)a) Minimum Education Qualification – Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof from any recognized institute by AICTE or MCA/MSc(IT) from any institute recognized by UGC.b)Minimum Years of Experience – 10 8 years of overall professional experience out of which minimum 03 years Experience in RFID based Electronic Toll Collection.Total Professional Experience in Electronics/ Telecom/ Software/Technology/project management, IT/ ICT/Communication.(i) More than 15 8 year = 3 marks(ii) Between 10 5 years and up to 15 8 Years = 2 marks(iii) Less than 10 5 years = 0 marksTotal years of experience working in the field of Electronic Toll Collection System using Passive RFID Technology (FASTag)(i) More than 05 3 years = 2 marks(ii) Between 03 01 years upto 05 03 years = 1 marks(iii) Less than 03 01 years = 0 marks</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
53	8.3. Scope of Work	<p>i. Indian Highways Management Company Limited (Hereinafter referred to as “Authority” or “IHMCL”) intends to engage IT Consultancy firm to provide Consultancy and Supervision Services for MLFF Tolling Projects of IHMCL/NHAI.</p> <p>iii. The Consultant shall provide all necessary strategic, technical, operational, and program management support required for the planning, implementation, monitoring, and scale-up of Multi Lane Free Flow (MLFF) Tolling across India.</p>	<p>We appreciate the comprehensive intent outlined in the RFP for engaging an IT Consultancy firm to support IHMCL/NHAI in the implementation of Multi-Lane Free Flow (MLFF) Tolling Projects across India. However, we seek clarification on an important aspect of the scope of work, which currently lacks quantitative definition.</p> <p>The RFP mentions that the selected Consultant shall provide strategic, technical, operational, and program management support across multiple dimensions including supervision, design review, reporting, implementation assessment, testing, SLA monitoring, and design consultancy for MLFF tolling projects across India. However, the document does not specify:</p> <p>1. The number of MLFF projects or locations for which the Consultant’s services are required.</p> <p>Understanding the volume and concurrency of project engagements is critical for bidders to Accurately estimate cost and effort, and Maintain the expected quality of service delivery. We look forward to your kind clarification on this matter</p>	As per RFP
54	4.3. Eligibility / Pre-Qualification Criteria	Net-worth - Certificate from the Statutory Auditor clearly specifying the net worth of the firm as on 31 March 2025	<p>Query/Suggestion: We sincerely request you to also allow/accept a certificate issued from Chartered Accountant (CA), in addition to a Statutory Auditor. As, in several other sections of the tender, certification by a CA is accepted, and allowing this flexibility here would ensure consistency and accommodate firms not mandatorily requiring statutory audit under applicable laws.</p> <p>Suggested Modification: Certificate from the</p>	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			Statutory Auditor or a Chartered Accountant clearly specifying the net worth of the firm as on 31 March 2025. (To be amended as)	
55	4.3. Eligibility / Pre-Qualification Criteria	Legal Entity - JV/ Consortiums are NOT allowed.	We request you to also allow participation of Joint Venture / Consortium bid limited to 2 parties including the lead bidder to encourage collaboration between firms with complementary expertise and capacities. Allowing JV/Consortium bid will increase more competitive participation and let bidders allowing combine their technical and financial strengths to submit their most competitive techno-commercial proposal for the department.	As per RFP
56	4.3. Eligibility / Pre-Qualification Criteria Point No. 4 Field of Business	The bidder should be engaged in the business of IT/ICT consulting and must have provided IT/ICT consulting to any Central / State Government department / entities or PSUs in the last 5 years as on bid due date. Work order specifying the Scope of Services related to IT/ICT Consulting	We request you to kindly amend the clause as:- The bidder should be engaged in the business of IT/ICT consulting/ System Integration services and must have provided IT/ICT consulting/ System Integration Services to any Central / State Government department / entities or PSUs in the last 5 years as on bid due date. Work order specifying the Scope of Services related to IT/ICT Consulting/ System Integration Services etc.	As per RFP
57	4.3. Eligibility / Pre-Qualification Criteria Point No. 5 Relevant Project Experience	“Similar nature” for this criterion shall mean Consulting or Advisory Services involving the preparation of Detailed Project Reports (DPR)/Preparation of tender documents/Bid Process Management/ Programme Management Unit(PMU) in the field of TollManagement System (TMS),Intelligent Traffic Management Systems (ITMS)/Advanced Traffic Management Systems (ATMS)/Electronic Tolling System/City Surveillance/Smart City	We request you to kindly amend the clause as:- “Similar nature” for this criterion shall mean Consulting or Advisory/ System Integration Services involving the preparation of Detailed Project Reports (DPR)/Preparation of tender documents/Bid Process Management/ Programme Management Unit(PMU)/ related IT/ICTServices in the field of TollManagement System (TMS),Intelligent Traffic Management Systems (ITMS)/Advanced Traffic Management Systems (ATMS)/Electronic Tolling System/City Surveillance/Smart City	As per RFP
58	8.6. Payment Milestones	b) The Payment shall commence only after deployment all resources as per RFP.	We request you to please accept the following as: b) The Payment shall commence on pro-rata basis and can be further regulated monthly basis after deployment all resources as per RFP.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
59	8.4.3. Other requirements	a) No replacement of Key resources viz Engineer in-charge, MLFF Tolling Expert, Team Leader cum TMS/ETC Engineer, Data Security Expert, Project In-Charges shall be allowed in the 1st year of the Project. A penalty of Rs. 2 lakhs per resource shall be applicable for any replacement in the first year. Replacement of any proposed resource shall be allowed only in cases such as resignation, medical exigency, etc. Any such replacement shall be done only with equally or more qualified and experienced resource as per written approval from IHMCL.	We request you to kindly amend the clause as: a) No replacement of Key resources viz Engineer in-charge, MLFF Tolling Expert, Team Leader cum TMS/ETC Engineer, Data Security Expert, Project In-Charges shall be allowed in the 1st year of the Project <u>unless deployed resources moved only in cases such as resignation, medical exigency, etc.</u> A penalty of Rs. 25,000/- per resource shall be applicable for any replacement in the first year. Any such replacement shall be done in a reasonable time looking out the notice period only with equally or more qualified and experienced resource as per written approval from IHMCL.	As per RFP
60	6.3.2. Detailed Criteria for Evaluation of Proposed Resource	D4 Data Security Expert: Certifications: Certified Information Systems Auditor (CISA) Or, Certified Information Systems Security Professional (CISSP) = 2 mark	Request you to consider following certifications as well which are linked to Audit of IT Systems: Certifications: Certified Information Systems Manager (CISM) or Certified Information Systems Auditor (CISA) Or, Certified Information Systems Security Professional (CISSP) = 2 mark	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
61	6.3.2. Detailed Criteria for Evaluation of Proposed Resource	<p>D5/D6/D7/D8: Project In-Charge (4 Nos.)</p> <p>Minimum Years of Experience – 10 years of overall professional experience out of which minimum 03 years Experience in RFID based Electronic Toll Collection</p> <p>Total Professional Experience in Electronics/ Telecom/ Software/Technology /project management, IT/ ICT/ Communication.</p> <p>(i) More than 15 year = 3 marks (ii) Between 10 years and up to 15 Years = 2 marks (iii) Less than 10 years = 0 marks</p> <p>Total years of experience working in the field of Electronic Toll Collection System using Passive RFID Technology (FASTag)</p> <p>(i) More than 05 years = 2 marks (ii) Between 03 years upto 05 years = 1 marks (iii) Less than 03 years = 0 marks</p>	<p>Since these resources are going to be on ground and hands-on experience of field implementation, request you to relax the experience to minimum 7 years. Also the MLFF as a Project has more concentration towards Radar and ANPR Cameras with RFID tags. So do consider the resource experience in ANPR Cameras / Radar which are larger part in deployment of Smart and Safe Cities.</p> <p>Hence request to amend the clause as follows:</p> <p>D5/D6/D7/D8: Project In-Charge (4 Nos.)</p> <p>Minimum Years of Experience – 8 years of overall professional experience out of which minimum 03 years Experience in RFID based Electronic Toll Collection / ANPR / Radar solution for Smart / Safe / NHAI Projects</p> <p>Total Professional Experience in Electronics/ Telecom/ Software/Technology /project management, IT/ ICT/ Communication.</p> <p>(i) More than 12 year = 3 marks (ii) Between 8 years and up to 12 Years = 2 marks (iii) Less than 8 years = 0 marks</p> <p>Total years of experience working in RFID based Electronic Toll Collection / ANPR / Radar solution for Smart / Safe / NHAI Projects</p> <p>(i) More than 05 years = 2 marks</p>	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
			(ii) Between 03 years upto 05 years = 1 marks (iii) Less than 03 years = 0 marks	
62	4.3. Eligibility / Pre-Qualification Criteria	The Bidder should have an average annual turnover of at least INR 5 crore in the last three financial years FY 2022-23, 2023-24 and 2024-25	Please confirm if the un-audited balance sheet would be considered for FY24-25 OR the Company needs to submit the Audited Balance Sheet of last 3 FY 2021-22, 2022-23 and 2023-24	Refer Corrigendum-1

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
63	8.10.1. Reimbursement towards international travel	a) In the event of international travel for purposes of mandatory site visit or other approved assignments or travel of MLFF Tolling Expert, the reimbursement towards airfare shall be limited to a maximum ceiling of ₹2,00,000 (Rupees Two Lakhs only) per month per person, for economy class travel subject to submission of invoices, travel documents etc and compliance of clause 8.10.1(c). Any expenditure towards international travel, above this ceiling limit is to be borne by the consultant	We assume this reimbursement is applicable only for an International MLFF Expert if considered for this assignment and would be travelling for this assignment. We request to consider the maximum ceiling of Rs. 2,00,000 inclusive of Airfare and Accommodations which can be reimbursed in the monthly billing. Please clarify.	As per RFP
64	8.4.2. Minimum Site Deployment Obligations of Intermittent Key Professionals	Engineer In-Charge - At least 1 visit every 2 months to all project sites MLFF Tolling Expert - At least 1 visit per month to all project sites	We request you to clarify the number of Project Sites to be visited since total month requested for this 2 experts are 18 months.	Refer Corrigendum-1
65	Conditions of Contract, Cl 12.11.2., Penalty, Pg. 86 of 97	If the delay in any of above deliverable is beyond 10 weeks, then IHMCL reserves the right to terminate the Contract and forfeit the PBG. Further, reserved the right to get the work done from some other source at the risk and costs of the Consultant. The Consultant may be debarred for applying in future project consultancy assignments with IHMCL.	We respectfully request the removal of the following line from clause 12.11.2., as it creates an indefinite financial liability for the consultant and may result in undue financial hardship.	As per RFP
66	Conditions of Contract, Cl 12.11.3., Penalty, Pg. 86 of 97	No replacement of Key resources viz Engineer in-charge, MLFF Tolling Expert, Team Leader cum TMS/ETC Engineer, Data Security Expert, Project In-Charges shall be allowed in the 1st year of the Project. A penalty of Rs. 2 lakhs per resource shall be applicable for any replacement in the first year. Replacement of any proposed resource shall be allowed only in cases such as resignation, medical exigency, etc. Any such replacement shall be done only with equally or more qualified and experienced resource as per written approval from IHMCL.	We believe that penalties should only apply in cases where replacements are not allowed, and not in situations such as resignation, medical emergencies, etc. where replacements are expressly allowed. Additionally, there will no penalties be imposed for replacements made after the first year, irrespective of the reason. Please confirm.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
67	Conditions of Contract, Cl 12.19., Indemnity, Pg 89 of 97	Please refer indemnity clauses, clause 12.19.1 to 12.19.11	We request that the Consultant's indemnity liability be capped to the total contract value , in line with standard industry practices, to ensure fair and proportionate risk allocation.	As per RFP
68	Pre-Bid Meeting & Clarifications, Cl 5.15., Performance Guarantee, Pg 21 of 97	The Performance Guarantee should be valid for a period of 6 months after expiry of Contract Agreement and also should have claim period of 1- year post expiry.	We request that the claim period be aligned with the validity period of the Performance Guarantee, and therefore propose that it be limited to 6 months post expiry of the contract to ensure consistency and clarity in post-contract obligations.	As per RFP
69	Instruction to the Bidders, Cl 4.3, Eligibility / Pre-Qualification Criteria, Pg. 11 of 97	JV/ Consortiums are NOT allowed.	We kindly request you to permit the joint venture for the project, as this will enhance overall efficiency and enable better resource utilization.	As per RFP
70	Terms of Reference, Cl 8.5., Contract Duration, Pg. 48 of 97	The overall duration of the Consultancy Assignment shall be 36 months and extendable up to additional 24 months at the same rate, at sole discretion of IHMCL as per requirement.	We request that any extension of the contract be done through an amendment agreement mutually executed by both parties with revised rate (escalation of rates).	As per RFP
71	Terms of Reference. Cl 8.9.1 Administrative Provisions, Pg 49 of 97	The Consultant shall mandatorily establish and maintain a dedicated project office within a radius of 5 kilometers from the IHMCL Headquarters located in Dwarka, New Delhi, for the duration of the project.	We request that the requirement for maintaining an office within Delhi instead of Dwarka as the mandatory location.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
72	General	General	We believe that the any terms and conditions of “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” are not applicable to the consultants appointed under “Request for Proposal (RFP) for Consultancy Services for Supervision and Monitoring of Multi Lane Free Flow (MLFF) Tolling Projects in India” .	As per RFP. The RFP annexed as per Appendix-V is for reference only to give idea about the provision of MLFF Tolling RFP invited by IHMCL.
73	Conditions of Contract, 12.18.2. Arbitration, Pg. 88 of 97	The RFP does not contain provision related to Language of Arbitration.	Requested to kindly include the language of arbitration.	As per RFP
74	Conditions of Contract, Cl12.13., Termination of Contract, Pg. 86 of 97	Please refer Termination Clauses	Kindly include the Terminations provisions for the consultants too in the contract due to following reasons:1. Non-payment of outstanding fee beyond 45 days of written notice of payment overdue2. Due to material breach of the contract by the Client3. Non-implementation of Arbitration Award	As per RFP
75	General	Some of the provisions of the standard RFP are missing such as, advance payment, delayed interest payment, Suspension of agreement, provided in the RFP	Requested to kindly insert the provisions relating to suggested items in the RFP	As per RFP
76	Conditions of Contract, CL 12.16.(d), Consequence of Termination, Pg. 88 of 97	Any outstanding payments may be withheld or adjusted against recoveries, if applicable	Please modify the clause to the effect that, upon termination, any outstanding payments due to the Consultant for services satisfactorily performed prior to the date of termination, shall be paid to the Consultant.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
77	Conditions of Contract, Cl 12.20., Liability, Pg. 90 of 97	Liability of the Consultant	Since the provision related to liability period has not been provided, it is requested to kindly mention the liability period up to 12 months after the completion of consultant's services	As per RFP
78	Page No – 12 of 97; 4.3. Eligibility / Pre- Qualification Criteria, Sl. No. 5	Relevant Project Experience – “Similar nature” for this criterion shall mean Consulting or Advisory Services involving the preparation of Detailed Project Reports (DPR)/Preparation of tender documents/Bid Process Management/ Programme Management Unit (PMU) in the field of Toll Management System (TMS), Intelligent Traffic Management Systems (ITMS)/Advanced Traffic Management Systems (ATMS)/Electronic Tolling System/City Surveillance/ Smart City	We request to please change as following: - “Similar nature” for this criterion shall mean Consulting or Advisory Services involving the preparation of Detailed Project Reports (DPR)/Preparation of tender documents/Bid Process Management/ Programme Management Unit (PMU)/ Project Management Consultant (PMC) / Construction Supervision Works in the field of Toll Management System (TMS)/ Intelligent Traffic Management Systems (ITMS)/Advanced Traffic Management Systems (ATMS)/Electronic Tolling System/City Surveillance/ Smart City.	As per RFP

S.No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification / Suggestion	Reply of IHMCL
79	Page 29 of 97 6.3.2.1. Key Professionals: D1 Engineer in-charge: - Educational Qualification:	Minimum Years of Experience- The Engineer in-charge should mandatorily hold a senior position in the company relevant to Partner / Director having minimum 25 years of experience working in the field of IT / Electronics/Software Technology. (i) Bachelors Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering or combination thereof, from any IITs/NITs or Top 50 colleges as per NIRF list for the year 2024= 4 marks (ii) Ph.D or Masters of Science or Masters in Engineering or Masters of Technology from India or Abroad = 3 marks Reference: Link for NIRF Top 50 Engineering Colleges:	We request to please change as following: - Engineer in-charge should mandatorily hold a senior position in the company Such as GM/AGM/Sr. Manager/HOD having minimum 15 years of experience working in the field of IT / ITS/ Electronics/Software Technology/Civil Engineering. (i) Bachelors Degree in Engineering in IT / Electronics / Electrical / Computer Science/ Instrumentation Engineering/Civil Engineering or combination thereof, from any IITs/NITs or Top 100 colleges as per NIRF list for the year 2024= 4 marks Note: as there are 25 Nos. IIT and NIT in the list of top 50s. (ii) Ph.D or Masters of Science or Masters in Engineering or Masters of Technology from India or Abroad = 3 marks	Refer Corrigendum-1
80	D2 MLFF Tolling Expert:	Minimum Years of Experience- The MLFF Tolling Expert should have minimum 15 years of overall professional experience out of which minimum 10 year's experience in Barrier Less Tolling Systems.	We request to please change as following: - Minimum Years of Experience- The MLFF Tolling Expert should have minimum 15 years of overall professional experience out of which minimum 5 years' experience in Barrier Less Tolling Systems or ANPR/FastTag toll collection system. Please adjust the marks accordingly	Refer Corrigendum-1