

RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Shahjahanpur Fee Plaza on Fixed Transaction Fee Model

Ref No. IHMCL/MLFF-Shahjahanpur/2025, Dated: 21.07.2025

E-tender Id: 2025_NHAI_241961_1

Date: 07.08.2025

Sr. No.	RFP Statement	Query	Remarks	IHMCL Response
1	Last date of receiving queries 31/07/2025 Up to 05:00 PM IST	IHMCL has announced three opportunities with identical due dates of 08/19/2025: •Daulatpura •Manoharpura •Shahjahanpur Additionally, the deadline for Bijwasan has been extended to 08/18/2025, which is one day prior to the others. To ensure bidders have ample time to review requirements, prepare customized proposals, and develop pricing, we respectfully request that IHMCL consider staggering the due dates for each opportunity by at least one week.		Refer Corrigendum-1
2	Form in its entirety	We kindly request that IHMCL to allow bidders and system integrators to submit a generic Power of Attorney (POA) that applies to all opportunities, instead of requiring a specific Form T-3 for each opportunity.		As per RFP
3	Form in its entirety	We kindly request that IHMCL to permit OEMs to submit a generic Form T-13, rather than mandating a separate Form T-13 for each individual opportunity.		As per RFP
4	For avoidance of doubt Go-Live shall be considered successful only after acceptance of SAT	We request IHMCL to consider the date of actual system coming into operations as Go-Live Date.		As per RFP
5	Cure period is 15 days	We request to consider 30 days as cure period.		As per RFP
6		We request you to grant the permission to participate in the current tendering process: Further we would like to draw your attention to the eligibility criteria outlined in the tender. As per the current guidelines, Payments Banks are considered eligible participants however small finance banks are not eligible for the said bidding. In this context, we wish to highlight that our institution is a Scheduled Commercial Bank operating under the Small Finance Bank (SFB) category, as recognized by the Reserve Bank of India (RBI) . We would like to highlight that we are already managing around 70+ state toll plazas as an acquiring bank in Rajasthan. Given our robust presence and proven expertise in the relevant domain, we kindly request your good office to consider amending the pre-qualification criteria to include Scheduled Commercial Banks under the Small Finance Bank category. We believe this inclusion would align with the inclusive spirit of the tender and allow capable institutions like ours to contribute meaningfully to the success of the MLFF initiative. We look forward to your favorable response and prompt consideration, which will enable us to participate effectively in the upcoming tender.		Refer Corrigendum-1
7	The Camera should have feature and functionalities to capture number plate and video evidence from t-5 to t+5 sec of the Toll violation at maximum speed of 150KM/Hr or higher and should also be recorded (t being the instant at which the infraction occurred). The system should have capability to detect both Retroreflective and Non-Retroreflective number plates for the vehicles during the day as well as nighttime as per the accuracy levels specified. System should be capable of generating a video in any of the standard industry formats	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.
8	5. 99% Vehicle count(on daily basis)	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
9	1. MLFF Using Plaza Infrastructure: 6. audit surveillance camera	"In earlier RFPs, it is mentioned that audit surveillance camera 1 per gantry, please clarify		Refer Corrigendum-1
10	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		Refer Corrigendum-1

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11	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		Refer Corrigendum-1
12	Note: 2. The Grand Total in Form F-2 must not exceed the Estimated Amount of ₹5 crore. If the Grand Total in Form F-2 exceeds ₹5 crore, the depreciated cost will be calculated based on the ceiling limit of ₹5 crore, as per clause 1.2.35 (2) of the RFP.	What is the Rationale behind setting grand total in Form F2 a ceiling limit of ₹5 Crore?		As per RFP
13	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
14	The term of this Contract Agreement shall be 5 months for design, development & implementation of the MLFF system and 5 years for Operation and Maintenance (O&M) phase, starting from the Effective Date, which shall be extendable up to a period up to 2 years upon the satisfactory performance and as per requirement of IHMCL.	Due to the unique traffic conditions, vehicle types, and road flow behavior in India, any system needs to be customized and fine-tuned to achieve the high performance requested in the RFP. Therefore, we kindly request an extension of 3 months in the overall schedule to carry out these adjustments, resulting in a total project duration of 8 months.		As per RFP
15	The term of this Contract Agreement shall be 5 months for design, development & implementation of the MLFF system and 5 years for Operation and Maintenance (O&M) phase, starting from the Effective Date, which shall be extendable up to a period up to 2 years upon the satisfactory performance and as per requirement of IHMCL.	The tender stipulates a per transaction fare model with an Operation & Maintenance (O&M) period of 5 years. Given the substantial upfront capital expenditure required and the inherent risk of initial revenue shortfall, we request the Authority to kindly consider extending the O&M period to 7 years. This extension would enable appropriate cost recovery and ensure continued high performance and service delivery throughout the contract term. Kindly confirm if this extension can be incorporated in the tender provisions.		As per RFP
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
17	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

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18	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
19	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
20	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.
21	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.
22	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.
23	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.

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24	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.
25	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.
26	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
27	Total Payout = Fixed Per Transaction Cost x N Where, N = (N1 + N2 + N3 + N4 + N5)	In the RFP "N" is not defined for daily exemption of vehicles like "Ambulance, Local Police Vehicles, Local Convoy of Police/Army/Political Rally etc. So, kindly confirm that all these transactions should be processed as exemption or normal transactions considering that these are not added in any of exemption or local pass schemes		Refer Rule 11 of the National Highways Fee (Determination of Rates and Collection) Rules, 2008, as amended from time to time.
28	Total Payout = Fixed Per Transaction Cost x N Where, N = (N1 + N2 + N3 + N4 + N5)	In the RFP "N" is not defined for daily exemption of vehicles like "Ambulance, Local Police Vehicles, Local Convoy of Police/Army/Political Rally etc. So, kindly confirm that bidder shall be getting transactionFee against the transactions of all these types of txns		As per RFP. No transaction fee shall be payable for any transaction on Exempted vehicles.
29	If the vehicle performs six (6) transactions daily for 30 consecutive days in June 2025, only 120 transactions (4 per day x 30 days) shall be eligible for payment. Furthermore, the total monthly payout for this	Is it means that bidder shall only get maximum 350 INR for single tag if its in local pass and do higher count of txns within month		As per RFP, the understanding the correct in this case
30	If the vehicle performs six (6) transactions daily for 30 consecutive days in June 2025, only 120 transactions (4 per day x 30 days) shall be eligible for payment. Furthermore, the total monthly payout for this vehicle shall be capped at ₹350/-, being the value of the Local Pass for FY 2025-26	As local pass charges gets increased every year with nominal amount assuming 360 INR for FY2026-2027, so is bidder going to get the 360 INR or it shall remain same as 350 INR which was applicable for FY2025-2026		As per RFP
31	N4 - Plaza Specific Discount Pass (Monthly & District Pass) And 1.2.20. Incentive for higher clean transactions	In this District Pass is consider under N4 while as per process vehicle having District pass should have active FASTag with sufficient balance to cross the plaza which is similar to clean transaction process. So, ideally it should be part of clean transaction so that they can benefit in 1.2.20. Incentive for higher clean transactions		As per RFP
32	"Clean ETC Transaction" shall refer to any toll transaction processed via FASTag and successfully settled through the NETC system of NPCI.	As per the statement mentioned in this clause, wherein any toll transactions processed via FASTag and amount settled successfully is similar which shall happen for District Discount/Local Tariff Vehicles. So, District Discount / Local Tariff should be considered as clean transaction and bidder may benefit in incentive of higher clean transaction.		As per RFP

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33	If the Force Majeure period occurs within 365 days (1 year) of Go-Live, there shall be no extension of the Contract Period	Extension should be allowed in first year considering that high upfront capex is spent by bidder, and considering the location of toll plazas there are high chances of force majeure by civil unrest, so in any scenario if force majeure may happened and hardware's can be vandalized. So kindly include extension option for bidder in first year to avoid any major loss to bidder in running this MLFF project successfully.		As per RFP
34	Cap on Liability of Parties Subject to Clause 1.2.40 (b), the aggregate liability of Bank (and its Affiliates) to the IHMCL for any Losses arising in connection with this Agreement, whether based upon an action or claim in contract, tort (including negligence), misrepresentation, equity or otherwise (including any action or claim arising from the acts or omissions of the Bank (or, as the case may be, its Affiliate)) shall not exceed the Performance Security or an amount equal to the Charges for Services paid to the Bank under the Agreement till the date of such event whichever is higher	In this clause, we understand that (PMF) Acquiring charges is not part of cap and there will be no deduction on PMF and it shall be with Acquiring Bank		The liabilities of PMF shall be dealt as per the Contract Agreement for PMF.
35	The Successful bidder/bank is required to Design, Develop, Test, Commission, Operate and Maintain the Multi Lane Free Flow (MLFF) based tolling system at fee plazas detailed in Schedule A along with user fee calculation and seamlessly integrating it with the bank's acquiring platform as part of the project to provide all the services as defined by IHMCL and NPCI for Acquiring bank.	As per this clause, we understand that Acquiring bank and Bidder bank shall be same to operate and maintain the plaza. If plaza is currently acquired by Bank 1 and Bid is won by Bank 2 then the plaza shall be migrated to Bank 2 from Bank 1, on or before go-live of plaza with MLFF		As per RFP, the understanding the correct in this case
36	The proposed MLFF system must be developed as per Technical Specification Document circulated by IHMCL & NPCI and enable real-time processing of all vehicle transactions at MLFF gantry while also connecting with NPCI system (NETC Switch and NETC Mapper) to accurately calculate toll fares and process payments efficiently. The MLFF system must also detect all cases of violation of failure to pay user fee by vehicle users and seamlessly integrate with NPCI, and other external system for e-Notice management as per process flow defined in the RFP	As per clause it is specifying that vehicle crossed through Gantry while in RFP it has mentioned that exiting lanes shall be used for installation of hardware's and transaction's shall be processed from existing lanes. Kindly confirm		As per RFP. Also refer Corrigendum-1
37	The Bidder/Bank shall implement the Multi-Lane Free Flow (MLFF) system across a total of Ten (10) lanes at Boothless Gantry based Tolling plaza at Daulatpura fee plaza on NH-48 of these, Eight (08) lanes shall be operational and dedicated exclusively for tolling operations. The remaining two (2) lanes shall be designated as standby/redundant lanes, intended to function as reserve capacity for business continuity.	Is bidder allowed to use existing lanes of plaza. Or Instead of keeping 10 lanes, Can bidder install 2 (main & redundant) gantry with "N" no of lanes which will cover complete LHS/RHS road directions for MLFF, it is similar to what was proposed by IHMCL in previous MLFF RFP's. This shall help in successful execution of MLFF at plaza		Refer Corrigendum-1
38	Separate Command and Control Centre need to be set-up at the Shahjahanpur fee plaza provided in Schedule A	This is subject to space provided by NHAI as Physical Infrastructure of Building is in NHAI scope		The building for Command and Control Centre shall be provided by NHAI/IHMCL in the plaza vicinity.
39	The successful bidder/acquirer bank shall ensure the setup of a MLFF Server at Control Centre. The MLFF server will be interconnected with the gantries/plazas of that location	Is bidder allowed to host server on cloud instead of keeping physical server, to prevent server from physical damage and theft during force majeure		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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40	<p>Parameter - E-Notice for end users</p> <p>Basis of measurement - The E-Notice shall be generated within 24 hrs as per e-Notice Module post validation by Acquirer bank</p> <p>Frequency - Maximum 24 Hours</p> <p>Penalties - Within twenty four-hour: No penalty After that per hours- per instance a penalty of Rs 1000/- shall be applicable</p>	<p>i. E-Notice Issuance Timelines: it is mentioned that it has to be generated within 48 hrs.</p> <p>While in SLA clause, penalty shall be charged on bidder if they fails to issue E-Notice within 24 hrs.</p> <p>Kindly confirm on SLA, is it 24 hrs or 48 hrs for penalty</p>		Refer Corrigendum-1
41	<p>Consistent Penalty</p> <p>If the penalty is more than 10% of Cash performance security for 3 consecutive months, it may be considered as breach and IHMCL reserves the right to terminate the contract and forfeit the PBG</p>	<p>What shall happen if penalty is imposed on bidder which is more than 10% of Cash Performance in alternate month or in gap of 2-3 months. Does this will also be considered as breach of contract?</p>		As per RFP
42	<p>ANPR and Audit Surveillance Camera Images: Minimum retention period of 180 days</p>	<p>As per clause 1.2.19.1.(d)- Illustration 1: bidder is not getting paid for all exemption transactions, Global Pass Transactions also not getting paid for Local Pass transactions of users exceeding more than 4 txn in a day or 350 INR.</p> <p>Then in this scenario the bidder should be allowed to delete all images related to all such transactions as once transaction is successfully processed. Also to take under consideration that <u>there is no dispute possibility for such exemption transactions as per RFP.</u></p>		As per RFP
43	<p>Video Recordings: Minimum retention period of 30 days</p>	<p>As per clause 1.2.19.1.(d)- Illustration 1: bidder is not getting paid for all exemption transactions, Global Pass Transactions also not getting paid for Local Pass transactions of users exceeding more than 4 txn in a day or 350 INR.</p> <p>Then in this scenario the bidder should be allowed to delete complete videos related to all such transactions as once transaction is successfully processed. Also to take under consideration that <u>there is no dispute possibility for such exemption transactions as per RFP.</u></p>		As per RFP
44	<p>Images, videos of all e-Notice cases and other dispute cases shall be retained till the time the e-Notice or such case is disposed of</p>	<p>Considering user has paid the E-notice, So immediately all images and videos related to that E-notice transaction shall be deleted. Kindly confirm if understanding is correct.</p>		As per RFP
45	<p>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 Shahjahanpur fee plaza on NH-48 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.</p>	<p>This is a deviation from previous MLFF tenders. Authorities should standardise gantry-based solution for active and future tender</p>		Refer Corrigendum-1
46	<p>The Total Payout shall be calculated as under: Total Payout = Fixed Per Transaction Cost x N Where, N = (N1 + N2 + N3 + N4 + N5)</p>	<p>If the FASTag ID and VRN both are not identifiable of a vehicle, will that vehicle passing the Fee Plaza be considered for payout to the bidder as per Fixed Per Transaction Cost?</p>		No. Refer Clause 1.2.19 of the RFP.
47	<p>The successful bidder/acquirer bank shall ensure the setup of a MLFF Server at Control Centre. The MLFF server will be interconnected with the gantries/plazas of that location.</p>	<p>Authorities should allow bank to set up a cloud based/remote server MLFF server with no requirement to have MLFF server to be at plaza location.</p>		The Bill of Quantities (BOQ) provided in the RFP outlines the minimum requirements. Bidders may additionally propose a redundant MeitY-empaneled cloud-based infrastructure—ensuring data residency in India—as part of their solution architecture, provided it meets all functional, availability, and security requirements outlined in the RFP.

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48	Level I. Real-time Facility Monitoring Center (Remote)	Please confirm that bank is allowed to set up remote centralised control centre facilities.		Bidders shall use the existing and proposed future facilities available at the toll plaza. Bidders can setup the control centre at remote location for support services like audit, validation etc. subject to approval of IHMCL.
49	The E-Notice shall be generated within 24 hrs as per e-Notice Module post validation by Acquirer bank.	As per e-Notice Issuance Timelines section (Schedule-B.7.Note.i) on page 127, the timeline to generate the e-Notice is 48 hours. So, both the sections are contradictory. Please clarify.		Refer Corrigendum-1
50	Audit Surveillance Cameras shall be installed on each MLFF gantry, with one camera positioned on the Right-Hand Side (RHS) and one on the Left-Hand Side (LHS).	In minimum BoQ section (page no. 173), Audit surveillance camera has per lane logic, Pls clarify.		Refer Corrigendum-1
51	IR Illuminator: 1 Per lane as per solution	Please clarify whether it is for front ANPR or rear ANPR.		As per proposed solution design by bidder.
52	d) Source code of the Software and Firmware being supplied for all the relevant equipment being supplied against this bid does not reside in any Country that shared a Land Border with India.	Any OEM sharing the land border of India is allowed to supply if the same is registered with the Competent Authority. Then, how it can be stopped residing the source code of the Software and Firmware being supplied as part of relevant equipment being supplied against this bid in it's native country?		As per RFP
53	j) All CCTV Cameras OEMs proposed under this project must fully comply with all applicable regulatory guidelines, standards, and certifications as prescribed by the Government of India. Documentary evidence of such compliance must be submitted prior to commencement of System Acceptance Testing (SAT). Failure to comply with this requirement shall constitute a material breach of the Contract, entitling the Purchaser to take appropriate remedial action, including but not limited to replacement of non compliant cameras, termination of the Contract and forfeiture of performance security.	Is it only applicable for CCTV Camera OEMs or all type of Camera OEMs which are part of this bid?		All type of Cameras, as per RFP.
54	1) Vehicle count accuracy: Assessment of the proposed MLFF system's capability to achieve the vehicle count accuracy levels defined in the RFP under clause Schedule B, Clause 10, SL no. 7.	SLA for Vehicle Count Accuracy is defined in Schedule B, Clause 10, SL no. 5		Refer Corrigendum-1
55	2) Vehicle classification accuracy: Evaluation of the MLFF system's ability to correctly classify all tollable vehicles passing through the gantry as per the vehicle classification norms defined in the RFP under clause Schedule B, Clause 10, SL no. 8.	SLA for Vehicle Classification Accuracy is defined in Schedule B, Clause 10, SL no. 6		Refer Corrigendum-1
56	Table-A-1: Total Lanes: 17	As per Schedule B, MLFF system to be implemented across total of Ten (10) lanes. Will the rest Seven (7) lanes be closed as part of MLFF implementation?		Refer Corrigendum-1
57	The Bidder/Bank shall implement the Multi-Lane Free Flow (MLFF) system across a total of Ten (10) lanes at Boothless Gantry based Tolling plaza at Shahjahanpur fee plaza on NH-48 of these, Eight (08) lanes shall be operational and dedicated exclusively for tolling operations. The remaining two (2) lanes shall be designated as standby/redundant lanes, intended to function as reserve capacity for business continuity.	1. MLFF system to be implemented across all 12 lanes. So, will the gantry be just adjacent to the Toll Plaza lanes? 2. Can the Toll Plaza lanes be used to implement the MLFF system instead of installing the Gantry? 3. Redundant gantry is not required to install as it is not mentioned in the RFP. Please confirm.		Refer Corrigendum-1
58	Assistance in payment of e-Notice payments	Does it mean to have the provision for payment against e-Notice at Plaza center? If so, what would be the mechanism to do so?		As per RFP
59	Ensuring all equipment functioning 24x7x 365 and redundancy of all equipment to achieve uninterrupted operations.	Redundant Gantry is not mentioned as part the RFP. So, please clarify the redundancy of equipment in this clause.		Refer Corrigendum-1

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60	Procurement of any software licenses and hardware required for implementation of the solution is the sole responsibility of the bidder/bank. IHMCL bears no responsibility towards the same or towards any consequence resulting from non-conformance or non-compliance. All software utilized must be duly licensed, legally procured, and compliant with applicable licensing agreements; the deployment or use of unlicensed, pirated, or unauthorized software is strictly prohibited and shall constitute a violation of contractual and legal obligations.	Can the MLFF system implementation use any Open source software as part of delivery of the solution?		As per RFP
61	The Bidder shall provide dedicated internet leased line connections with a redundant setup (Primary and Secondary) of at-least 1 Gbps as a minimum requirement at both the fee plazas, sourced from different Internet Service Providers, to ensure uninterrupted processing of transactions and video streaming at remote locations.	What does it mean be "at both the fee plazas" mentioned in this sentence?		Refer Corrigendum-1
62	In case, the user does not recharge the FASTag and fails to pay applicable user fee, the Acquirer Bank/Bidder shall validate the case and raise a case for E-notice to NPCI within next 48 hrs along with all requisite data and images.	In this case (For Hotlist (code-01) and Low balance(code-03)), bidder will have the window of 48+48=96 hours after vehicle crossing the plaza/gantry to raise the e-Notice. It means 48 hours to allow the user to recharge the FASTag and then 48 hours after that to raise the e-Notice in case the user does not recharge the FASTag. Please clarify.		Refer Corrigendum-1
63	Last date/ time for online submission of bids (i.e., Bid due date) is 19/08/2025 Upto 05:00 PM IST	IHMCL has announced three opportunities with identical due dates of 08/19/2025: •Daulatpura •Manoharpura •Shahjahanpur Additionally, the deadline for Bijwasan has been extended to 08/18/2025, which is one day prior to the others. To ensure bidders have ample time to review requirements, prepare customized proposals, and develop pricing, we respectfully request that IHMCL consider staggering the due dates for each opportunity by at least one week. For example Bijwasan - 18/08/2025 Shahjahanpur - 25/08/2025 Manoharpura - 01/09/2025 Daulatpura - 08/09/2025.		Refer Corrigendum-1
64	Point-of-Sales (POS) for sale of FASTag	How does IHMCL envision the issuance of FASTag at the Plaza given that tag issuance is handled by Issuing Banks.		As per RFP
65	This process includes, but is not limited to, carrying out detailed traffic surveys, site visits etc. to assess the estimated volume of traffic and estimate the potential revenue.	Request IHMCL to provide access to any reference database or data pertaining to traffic volumes that IHMCL may have from its own surveys. This can be only reference data for the bidder while Acquirer Bank & SI will perform its own survey/analysis.		The bidder may refer ETC reports uploaded on IHMCL website for reference only. It is strongly advised that the bidder should do their own due diligence for traffic surveys etc.
66	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. The E-Notice shall be generated within 24 hrs as per e-Notice Module post validation by Acquirer bank.	Could you please clarify if an e-notice will be generated within 24 or 48 hours?		Refer Corrigendum-1
67	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?		Refer Corrigendum-1

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68	Edge Level Switch, Indicative Minimum Bill of Quantity (BOQ):	As per the requirements, an 8-port switch is specified for each lane. To optimize the network design, would it be acceptable to use one or two 24/48-port switches to cover all lanes in one direction? & 8 port Standards & Specification not mention in RFP? Additionally, 8-port switch per lane, but the standards and specifications section does not explicitly mention this requirement. Could you clarify whether the 8-port switch specification is a mandatory compliance item or a recommended guideline?		Refer Corrigendum-1
69	Field Junction Box	As per the specifications, a field junction box is proposed for each lane. Would it be acceptable to consolidate and use a single field junction box for all lanes in one direction?		Refer Corrigendum-1
70	PERFORMANCE SECURITY	Performance Bank Guarantee (PBG) amount for this MLFF tender is significantly higher ₹20 crore compared to other MLFF tenders?		As per RFP
71	Control Center i. Separate Command and Control Centre need to be set-up at the Manoharpura fee plaza provided in Schedule A.	Since this is an existing toll plaza, there should already be a Command-and-Control Centre. However, the RFP mentions developing a new Command Centre could you please clarify if a new centre is required, or if the existing one can be upgraded and utilized? Kindly confirm who holds the accountability for constructing the separate Command and Control Centre as required by IHMCL.		The building for Command and Control Centre shall be provided by NHAI/IHMCL in the plaza vicinity.
72		Suggestion: It is suggested to divide the fixed fee into two categories: Vehicles up to 3 tons Vehicles above 3 tons Lighter vehicles should have a lower fee than heavier ones. This approach is fair for both bidders and the authorities. For example, Shahjahanpur Toll Plaza has a lower vehicle count but earns nearly ₹400 crore due to a high share of heavy vehicles. In contrast, some plazas have more vehicles but generate less revenue because most are light vehicles. A weight-based fee structure will make bidding more practical and better reflect revenue potential.		As per RFP
73	The bidder shall get the MLFF system work done through a reputed Sub-Contractor (hereinafter also referred to as System Integrator, or SI)	Kindly specify how the experience for MLFF to be submitted for Tender, as there is no form for it attached.		As per RFP
74	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 nonresponsive.	Request to amend the clause that the subcontractor can participate in the tender with different bidders as well.		As per RFP
75	Submission of Project Implementation plan with detailed resource based work break down schedule for monitoring by IHMCL.	Kindly provide at least 30 days for submission of project implementation plan		As per RFP
76	SR.No. (a)Sensor Type-Progressive scan (CMOS) Day / Night Camera, Global shutter	Request you to consider Sensor type -Progressive Scan CMOS ,Day night or better . This change will fulfill the functional and technical requirements of the projects.		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
77	SR.No.(b)Resolution-3 Megapixels or better	Request you to consider to amend this clause " Resolution -8 Megapixels of better. The 8MP Camera will be better in such highway application where we required high-detail footage and better performance in various lighting conditions, Also informing that due to STQC camera trading is not ban till 200 days from date of notification of STQC. How this project is going to implement . In First phase normal cameras are going to be approved , global shutter or rolling shutter will take approx. 1 year of time for trading in asked brands.		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.

Sr. No.	RFP Statement	Query	Remarks	IHMCL Response
78	The Successful bidder shall furnish a Performance Security totalling Rs. 20,00,00,000/- (Rupees Twenty Crore Only) for a period of 6 years from the Date of LOA in following instruments: (i) a crossed account payee demand draft/pay order amounting to Rs. 10,00,00,000/- (Rupees Ten Crore Only) (an amount equal to 50% of the total PBG value) and (ii) a bank guarantee amounting to Rs. 10,00,00,000/- (Rupees Ten Crore Only) (an amount equal to 50% of the total PBG value) as per the format prescribed by IHMCL for a period of 6 years from the Date of LOA	Kindly clarify the time schedule for submission of Performance Bank Guarantee.		Refer Corrigendum-1
79	The Bidder is required to submit the MAF for at least the following components: i. RFID Reader & Antenna ii. ANPR Cameras iii. Audit Surveillance Camera iv. Detector-Lidar v. Detector-Radar	As per clause "(c) The type of equipment mentioned in the RFP are bare minimum. In case the solution designed by Bidder requires additional equipment (eg thermal camera etc) to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL." We understand that the MAF is also applicable for any additional equipment or solutions proposed by the bidder to meet the scope of work and SLA requirements. Hence, we request you to amend the clause as suggested below to broaden the scope for bidder participation, enabling them to meet the functional requirements and SLA obligations outlined in the RFP. The Bidder is required to submit the MAF for at least the following components: i. RFID Reader & Antenna ii. ANPR Cameras iii. Audit Surveillance Camera iv. Detector-Lidar v. Detector-Radar vi. Thermal Camera		As per RFP
80	(c) The type of equipment mentioned in the RFP are bare minimum. In case the solution designed by Bidder requires additional equipment (eg thermal camera etc) to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL.	Based on the mentioned clauses, we understand that the bidder is allowed to propose an alternative technical solution, such as LiDAR sensors or thermal sensor to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL. Kindly confirm whether our understanding is correct and whether such sensor-based solutions (LiDAR/Thermal) would be acceptable under the scope of the RFP.		As per RFP
81	1.7 Detector-Radar 10. Refresh time : 24 MS	Advance and latest 4D traffic radar systems currently used in traffic enforcement and monitoring applications operate optimally at refresh intervals of 24 ms, 50 ms, or 75 ms. These radars are capable of delivering accurate vehicle detection, speed measurement, vehicle count etc in full compliance with the required SLAs upto 300 mtr, with single 4D radar can cover upto 4-6 lanes. A refresh rate of 50-75 ms is sufficient for high-speed, real-time traffic monitoring and is widely adopted in certified radar solutions globally. Allowing this flexibility will enable broader OEM participation and encourage the adoption of advanced radar technologies without compromising system performance. Therefore, we request that the clause be amended to allow a refresh time of 24 ms / 50 ms / 75 ms, or better, based on the proposed solution's architecture. Kindly amend it as 1.7 Detector-Radar 10. Refresh time : 24 MS / 50 MS / 75 MS or better		As per RFP

Sr. No.	RFP Statement	Query	Remarks	IHMCL Response
82	2.3 ANPR and Application i. Integration: ANPR technology should be embedded within security cameras (also known as ANPR Cameras) to ensure accurate readings regardless of the shape and color of the license plates.	Considering the heterogeneous traffic conditions in India, embedded ANPR cameras have demonstrated reliable performance primarily under ideal or controlled environments. However, their effectiveness in real-world Indian highway and urban traffic scenarios, particularly in achieving a reading accuracy of up to 99.5% on standard number plates, remains unproven. We understand that bidder is permitted to propose either an embedded ANPR camera solution or a standalone ANPR software-based solution on top of standard cameras, as long as it meets the functional and technical requirements, as well as the overall scope of work and SLA. <i>Kindly confirm if our understanding is correct.</i>		As per RFP
83	2.3 ANPR and Application 9. The system support reading accuracy Upto 99.5% of standard number plate vehicles number plates which are visible by human eyes.	We understand that the clause "reading accuracy up to 99.5%" applies specifically to standard number plates (High Security Registration Plates) . Kindly confirm if our understanding is correct.		As per RFP
84	2.4 IR Illuminator The light given off by the illuminator should be set to minimize potential distraction to motorists. a) High power, compact and lightweight b) Up to 75 Hz for traffic bursts and image sequences c) Infrared (invisible) d) Rugged IP66 enclosure e) Long life, low total cost of ownership	To ensure the safety of road users and prevent any visual distraction or harm to motorists, the IR illuminator shall comply with eye safety standards as per IEC 62471. This compliance is essential to ensure that the deployed IR illumination does not pose a risk to drivers, vehicle occupants, or maintenance personnel and adheres to globally accepted safety norms. We request you to amend the clause as suggested below to ensure that the IR illuminator does not pose any risk to drivers or cause distraction to motorists. The light given off by the illuminator should be set to minimize potential distraction to motorists. a) High power, compact and lightweight b) Up to 75 Hz for traffic bursts and image sequences c) Infrared (invisible) d) Rugged IP66 enclosure e) Long life, low total cost of ownership f) Eye safety standards as per IEC 62471		As per RFP
85	2.6 Detector- LIDAR & RADAR a) The bidder shall propose appropriate technical solution/ product to check speed, count the number of vehicles and classification of the passing vehicle at each lane. The output of the detectors should be to indicate the presence/ passage of vehicles and shall be used to trigger the MLFF system to generate counts, vehicle classification, and speed at each lane.	Reference Clause 1: (c) The type of equipment mentioned in the RFP are bare minimum. In case the solution designed by Bidder requires additional equipment (eg thermal camera etc) to meet the scope of work and SLA, the same should be provided in the solution without any additional financial implication to IHMCL. (Section: 1. Standards and Specifications of all MLFF Sub Systems, Page 137) Reference Clause 2: 2.6 Detector- LIDAR & RADAR : a) The bidder shall propose appropriate technical solution/ product to check speed, count the number of vehicles and classification of the passing vehicle at each lane. The output of the detectors should be to indicate the presence/ passage of vehicles and shall be used to trigger the MLFF system to generate counts, vehicle classification, and speed at each lane." Based on the above clauses, we understand that the bidder is permitted to propose an alternative technical solution, such as thermal sensors in place of LiDAR sensors, for vehicle speed detection, counting, and classification, provided the proposed solution meets the functional requirements, as well as the defined Service Level Agreements (SLAs). Just to highlight below are key differentiators while considering optimum solution 1. Camera based technology is more viable and feasible in Indian scenario as traffic is heterogeneous as compared to abroad, also many other key projects like ATCC, ask for same functionality on cameras itself. 2. Lidar solution do have certain limitation which may affect great deal in accuracy like, - Lidar system can be affected by adverse weather conditions, reflective surfaces impacting their reliability as compared to , thermal camera which are proven and robust solution. - Commercially un viable, high maintenance solution - It works well in well lit structured environment , here thermal cameras have advantage providing		As per RFP

Sr. No.	RFP Statement	Query	Remarks	IHMCL Response
86	1. MLFF through Gantry	Is this referencing a redundant gantry that isn't mentioned in the rest of the RFP		Refer Corrigendum-1
87	1) Minimum 24 port 1 Gbps PoE/PoE+ and 2 No's fiber Uplink ports of 10G	BOQ requests an 8 port switch, which is preferred?		Refer Corrigendum-1
88	A7. IR Illuminator per lane	BOQ requires two cameras per lane, but only one IR Illuminator, is this intentional?		Refer Corrigendum-1
89	A1. RFID Reader per lane	A single reader can control up to 4 lanes, must the requirement include an entire reader for every lane?		Refer Corrigendum-1
90	Switch (Layer 3) - 24 Port (HA Mode) .	The site description mentions 10 lanes and 2 redundant lanes but does not mention the division of directions. 5 lanes in each direction plus 1 redundant in each direction?		Refer Corrigendum-1
91	MLFF application at Gantry/lanes should be capable of distinguish between tollable and non-tollable vehicles (two-wheelers, 3-wheelers, etc.) without any human intervention. It should have the function to determine the direction of the vehicle travel (such as forward or reverse)	Please clarify. Will direction of travel change? How will this need to be reported?		As per RFP
92	The term of this Contract Agreement shall be 5 months for design, development & implementation of the MLFF system	Both statements are contradictory in terms of the timeline. In section 1.2.12, it mentions 5 months for design and development, while in section 1.2.16, it states 4 months.		As per RFP
93	3. Design, Development & Implementation of FASTag-ANPR MLFF User Fee Collection System and Offer for Site Acceptance Testing (SAT) with an intimation for "Go-Live" readiness	Believe that design, development, and SAT testing should be completed within 5 months.		As per RFP
94	6) Confirmation that e-Notices are generated, dispatched, tracked, and archived appropriately as per defined business rules	Hope this scope is under the NIC system as part of e-notice dispatch and archival.		As per RFP
95	vi. The bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system	Please confirm how much historical data should be migrated from the old system to the new system, and which categories of data should be included in the migration		As per RFP
96	a) Operations Activities --> 2. Customer Support : iii. Assistance in payment of e-Notice payments	Please confirm the type of assistance the MLFF system is expected to provide for e-Notice payments, as e-Notices are managed at NIC system.		As per RFP

Sr. No.	RFP Statement	Query	Remarks	IHMCL Response
97	2. Tag transaction flow by MLFF entity / Acquirer Bank	For violation cases of un registered/hotlist/blacklist/Closed, how acquirer can notify the e-notice to NPCI vise versa. Is it a API communication or file based communication. Please confirm and provide the specifications		As per RFP
98	2. Tag transaction flow by MLFF entity / Acquirer Bank	For the vehicles which are having temporary reg number (newly purhased vehicles), will not able to fetch the VRN or Chasis number from NPCI. As per the flow provided, it has to be fetched from VAHAN with Chasis number. In this scenario, it is not possible to fetch details from VAHAN as chasis number is not available with transaction.		As per prevailing regulations, all newly purchased vehicles under 'M' and 'N' categories are mandated to be fitted with a FASTag at the time of sale. Accordingly, tag can be read and processed through NETC.
99	2. Tag transaction flow by MLFF entity / Acquirer Bank	For the vehicles which are having mulitle closed tags, which bank tag details will be consider by NPCI to notify the issuer.		As per existing NETC guidelines
100	2. Tag transaction flow by MLFF entity / Acquirer Bank	As there is possibility that Tag/VRN can be removed from blacklist status (05) by banks. According to this, vehicle user shall be provided a window of 24 hrs post crossing the MLFF fee plaza and then raise the e-Notice E-notice to NPCI within next 48 hrs. Please checka and confirm.		Refer Corrigendum-1
101	Note: E-Notice Issuance Timelines	Incase acquirer is unable to generate E-notices whithin next 48 hours,raising e-Notice later, will that be declined by NPCI ?		As per RFP
102	MLFF entity/ Acquirer review and verify the NIC portal	Is NIC portal access will be provided to MLFF/Acquirer system?		Yes, as per the defined business rules.
103	MLFF entity/ Acquirer review and verify the NIC portal	1. What is the further process if the vehicle owner details are not available in VAHAN / DMV to generate the e-notices by NIC. 2. What is next process if the customer has not responding to e-notices.		As per RFP
104	If the vehicle performs six (6) transactions daily for 30 consecutive days in June 2025, only 120 transactions (4 per day × 30 days) shall be eligible for payment. Furthermore, the total monthly payout for this vehicle shall be capped at ₹350/-, being the value of the Local Pass for FY 2025-26.	Required more details on the month wise trips calcuation		As per RFP
105	Let's assume the following data is recorded for a given week (from Tuesday, 04.03.2025 00:00:00 hrs to the following Monday, 10.03.2025 23:59:59 hrs):	Required more details on the table data to understand the scenarios		As per RFP
106	E-Notice Amount and Payout: Each e-Notice shall reflect an amount equivalent to twice the applicable user fee for the vehicle's category. The Bank shall be entitled to a payout for e-notices issued. The payout for e-notices shall be calculated based on Fixed Per Transaction Cost multiplied by total number of e-Notice issued, provided the notices are accurate, correct and substantiated by clear photographs of the vehicle (front and rear) and subject to (ii) above. iv. The Bank shall be entitled for adjusting payout for e-notices cases from the user fee collection only after 14 days of the issuance of e-notices. For avoidance of doubt, the applicable payout for e-notice cases authorized in week one (1) shall be adjusted by bank from collected user fee in week three (3) duly considering the SLAs for e-notices.	What is settlement process flow for e-notice payments between NIC, NPCI and MLFF system? Please provide the specifications also.		As per RFP

Sr. No.	RFP Statement	Query	Remarks	IHMCL Response
107	If, in any given quarter, the number of clean ETC transactions exceeds 95% of the total transactions recorded at the toll plaza, the Bidder shall be entitled to an additional amount. This additional amount shall be calculated as 25% of the Fixed Per Transaction Cost, applicable only to the number of clean ETC transactions that exceed the 95% threshold and are successfully settled during that quarter	Need more clarity on incentives for higher clean transactions. Who will check and calculate the clean transaction percentage? Provide the settlement process for incentives.		As per RFP
108	The Camera should have feature and functionalities to capture number plate and video	How many no of images should be maintain for each vehicle transaction?		As per RFP
109	7) The MLFF application shall be integrated with the VAHAN database of NIC through an API to retrieve the Gross Vehicle Weight (GVW) of vehicles passing through the gantry/lanes based on Vehicle Registration Number (VRN) or Vehicle Identification Number (VIN).	1. Request you to provide the pupose of integrating MLFF with VAHAN of NIC. 2. Is Vahan system is the existing NETC Vahan system which is providing by NPCI OR it will be new. 3. Does IHMCL provides access to Vahan System? 4. Provide the speicifications for VAHAN integration.		As per RFP
110	Display of Rate of User Fee and User Fee Notification	Is it a overhead digital display board with details that change at schedules or fixed Hoardings.		As per RFP
111	Operating Temperature: -10°C to +55°C (Ambient)	Requesting IHMCL consider our submission to increase the Operating Temperature requirement to be -10 to +65 Degree C or Min of -10 to +60 Degree C for MLFF sub system?	Operating Temperature +65 Degrees should be considered for operational efficiencies	The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
112	4 ports, N-type Female, Antenna ports switching time < 10 ms	Switching time of up to 10 ms is very high and will result in lowering down the performance	With the 4 Port system the switching should be <1 ms.	The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
113	2) Gain 10 dBi ± 1 dB	Will 10dBi gain not be very low power equipment ? What is the requirement of beamwidth ? 10dBi gain might limit coverage range and read reliability in environments requiring high-performance or long-range . Higher-gain antennas (e.g., 12-14 dBi) might be more appropriate for multi-lane scenarios where tags are at varying distances. Beamwidth: Narrower horizontal beamwidth for precise lane targeting - a 3dB beamwidth of <30Degrees Wider vertical beamwidth for accommodating varied vehicle heights.		The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
114	1.6 Detector-Lidar	Specification does no specify technology with in Lidar e.g. 2D or 3D Lidar is preferred ?	3D Preferred for Vehicle classification	As per RFP
115	MLFF Local Server	Both local MLFF servers should be integrated with each other to facilitate seamless data sharing, transaction pairing, and processing as per applicable toll notification. Alternatively, the bidder may opt to provide Central/Master MLFF system services through cloud-based servers empaneled with the Ministry of Electronics and Information Technology (MeitY), integrated with both MLFF server ensuring that the cloud-based platform offers high configurability, customization, scalability, and a robust solution.	The BOQ requires us to have a local server. Is the BOQ correct or is this correct?	As per RFP