

RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Mundka Fee Plaza on Urban Extension Road - II (NH 344M) on Fixed Transaction Fee Model

Ref No. IHMCL/MLFF-MUNDKA /2025 Date: 25/08/2025

E-tender Id: 2025\_NHAI\_246441\_1

Date: 16.09.2025

Sr. No.	Page no. of RFP	Clause	RFP Statement	Query	Response IHMCL
1	114	Schedule B, Clause 1(c)	i. In case of FOB Gantry based Plaza: The Bidder/Bank shall implement the Multi-Lane Free Flow (MLFF) system across a total of sixteen (16) lanes at Mundka fee plaza on Urban Extension Road-II (UERII). Of these, twelve (12) lanes shall be operational and dedicated exclusively for tolling operations. The remaining four (4) lanes shall be designated as standby/redundant lanes, intended to function as reserve capacity for business continuity. The remaining lanes, other than those designated for tolling operations and standby usage, shall be closed by NHAI upon the successful commissioning of the MLFF system. The Bidder/Bank shall ensure that these non-designated lanes remain closed, physically secured, and are not used for any tolling or traffic operations during the contract period, unless expressly authorized in writing by the Authority.	Requesting the Authority to kindly confirm if our understanding is correct for the 24 lanes at Mundka Toll Fee Plaza. ● 12 lanes: Will be operational for MLFF systems and dedicated exclusively for tolling operations ● 4 lanes: Designated as standby/redundant lanes for MLFF systems ● 8 lanes: To be closed by NHAI and not to be used for any tolling or traffic operations	Yes, understanding is correct
2	-	-	General Query	Requesting the Authority to confirm that after the successful commissioning of the MLFF systems, the existing ETC-based Tolling system will be completely discontinued.	As per RFP
3	-	-	General Query	Requesting the Authority to clarify whether the same space that is used for TMS control room in the existing Toll Plaza building will be used for setting up MLFF Control Centre.	Yes, understanding is correct
4	86	1.2. GENERAL CONDITIONS OF CONTRACT  1.2.12. Duration and Extension of Contract	The term of this Contract Agreement shall be 5 months for design, development & implementation of the MLFF system 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
5	86	1.2. GENERAL CONDITIONS OF CONTRACT  1.2.12. Duration and Extension of Contract	The term of this Contract Agreement shall be 5 months for design, development & implementation of the MLFF system 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
6	88	1.2. GENERAL CONDITIONS OF CONTRACT  Numeral 1. Go-Live Definition of Clause 1.2.16	"Go-Live" of the Multi-Lane Free Flow (MLFF) Tolling System shall refer to the official commencement of live electronic toll collection operations under actual traffic conditions at the designated site/plaza, along with complete deployment and readiness of all MLFF system components—including field hardware, application software, central back-office systems, and on site operational teams. The MLFF system must be fully functional, with end-to-end integration of all modules and seamless interoperability with external interfaces with NPCI, TMCC, payment gateway(s), as per requirements. Go-Live shall be deemed achieved only upon confirmation that all subsystems meet the defined performance criteria and compliance requirements as stipulated in the contract. For avoidance of doubt, "Go-Live" shall be considered successful only after acceptance of SAT.	It is requested to clarify how many and which are the external interoperability interfaces for the MLFF.	As per RFP
7	90	1.2. GENERAL CONDITIONS OF CONTRACT  Numeral 2 Vehicle classification accuracy of the Table 1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	The classification of the vehicles shall be as per NH Fee (Determination of Rates and Collection) Rules, 2008 shall be taken into consideration for the evaluation of this requirements, which is as below:	Please clarify whether the vehicle classifications in the table in this section are all those required for the MLFF.	As per RFP
8	114	Schedule - B  Numeral vi, from the beginning a) About the MLFF based Tolling Project, of the clause 1.Development of the MLFF based tolling facility.	vi. The successful bidder/bank must implement and commence the MLFF system services without disrupting ongoing toll operations or causing any revenue loss to the toll collection agency until the MLFF system goes live. Additionally, the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system. The bidder must also ensure that the existing equipment and electrical appliances currently used by toll agencies/SIs are taken over for use only after the MLFF system goes live, following a proper handover and takeover process without disrupting current toll operations.	Please confirm that the migration of existing databases consists of backing up the information in these databases and keeping them available in a data repository for NPCI and IHMCL consultation.	As per RFP

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9	114	Schedule - B  Numeral vi, from the beginning a) About the MLFF based Tolling Project, of the clause 1. Development of the MLFF based tolling facility.	vi. The successful bidder/bank must implement and commence the MLFF system services without disrupting ongoing toll operations or causing any revenue loss to the toll collection agency until the MLFF system goes live. Additionally, the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system. The bidder must also ensure that the existing equipment and electrical appliances currently used by toll agencies/SIs are taken over for use only after the MLFF system goes live, following a proper handover and <del>takeover process without disrupting current toll operations.</del>	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
10	141	Schedule - C Standards & Specifications	All	It is requested to clarify if all MLFF Sub System of Schedule C are required or may vary according to the technical proposal of each SI	As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
11	141	Schedule - C Standards & Specifications  Numeral 1.1 RFID Reader, of the clause 1 Standards and Specification of all MLFF Sub System	Supported Protocols - SO 18000 6C/63, RAIN RFID/Gen2v1	Request to confirm that the only required tag protocol (FastTag) is ISO 18000 6C	As per RFP.
12	163	Schedule - C Standards & Specifications  Numeral 2.1 RFID Antenna, of the clause 2 Functional Requirements of all MLFF Sub System	2. Installation and Coverage: a) RFID readers are mounted on MLFF gantries or lanes for optimal coverage. b) A single RFID reader can effectively cover up to two lanes.	It is requested to be able to install a reader for two lanes, or it may vary according to the technical proposal for the MLFF system.	As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
13	164	Schedule - C Standards & Specifications  Numeral 2.1 RFID Reader, of the clause 2 Functional Requirements of all MLFF Sub System	RFID Antenna refers to the conductive element that sends and receives FASTag data. The minimum height clearance for the RFID antenna should be based on Indian regulations regarding road construction. The RFID antenna should be designed for high-speed toll collection systems (the MLFF system in this case).	Please clarify whether the number of RFID antennas to be proposed is in accordance with the MLFF technical proposal.	As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
14	164	Schedule - C Standards & Specifications  Numeral 2.3 ANPR and Application, of the clause 2 Functional Requirements of all MLFF Sub System	2. If there is more than one vehicle in the camera FOV, then all of them are independently processed and their license plates are recognized irrespective of the type of vehicle like car, bus, truck, auto rickshaw, motorcycle, etc.	Please clarify whether the auto rickshaw corresponds to a required vehicle class.	As per RFP.
15	167	Schedule - C Standards & Specifications  Numeral 2.6 Detector- LIDAR & RADAR, of the clause 2 Functional Requirements of all MLFF Sub System	The bidder shall propose appropriate technical solution/ product to check speed, count the number of vehicles and classification of the passing vehicle at each lane. The output of the detectors should be to indicate the presence/ passage of vehicles and shall be used to trigger the MLFF system to generate counts, vehicle classification, and speed at each lane.	Please clarify whether it is possible to propose a solution with a single LiDar or Radar sensor and whether both sensors are necessarily required.	As per the RFP, the BOQ provided is the minimum requirement. Bidders may propose additional quantities or line items as a per of their proposed solution, for enhanced system performance and SLA parameters adherence.
16	171	Schedule - C Standards & Specifications  paragraph 3 Reports the, Numeral 2.10 Web-Portal., of the clause 2 Functional Requirements of all MLFF Sub System	The portal should allow the user to customize and generate reports based on time periods, locations, or other specified parameters. The portal must generate detailed and customizable reports as per requirements, including but not limited to:	Please provide the layout and specifications of the required reports.	As per RFP
17	Pg 21 of 180	Eligibility of Sub- Contractor (SI)	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 And Suggest to Kindly specify the amount of experience to be submitted for qualification of the tender in terms of International experience of atleast 200km (cumulative) in 10 Years. (Changes in terms of years experience and Km.)	As per RFP
18	#	Certification	STQC and CERT-In Certification:	As in terms for system integrator, kindly amend the Certification like CMMI level 3 or above, ISO 20000 or ISO 27001	As per RFP
19	Pg 22 of 180	Eligibility of Sub- Contractor (SI)	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

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20	Pg 33 of 180	PERFORMANCE SECURITY	a) The Successful bidder shall furnish a Performance Security totaling Rs. 15,00,00,000/- (Rupees Fifteen Crore Only) for a period of 6 years from the Date of LOA within 15 days of issuance of LOA in following instruments: (i) a crossed account payee demand draft/pay order amounting to Rs. 7,50,00,000/- (Rupees Seven Crore Fifty Lakh Only) (an amount equal to 50% of the total PBG value) and (ii) a bank guarantee amounting to Rs. 7,50,00,000/- (Rupees Seven Crore Fifty Lakh Only) (an amount equal to 50% of the total PBG value) as per the format prescribed by IHMCL for a period of 6 years from the Date of LOA	Kindly clarify the time schedule for submission of Performance Bank Guarantee.	As per RFP
21	Pg 88 of 180	Time Schedule	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
22	Pg 144 of 180	SR.No.(2)2 Automatic Number Plate Recognition (ANPR) Camera	SR.No. (a)Sensor Type-Progressive scan (CMOS) Day / Night Camera, Global shutter	Request you to consider Sensor type - <b>Progressive Scan CMOS ,Day night or better</b> . 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.
23	Pg 144 of 180	SR.No.(2)2 Automatic Number Plate Recognition (ANPR) Camera	SR.No.(b)Resolution-3 Megapixels or better	Request you to consider to amend this clause " <b>Resolution -8 Megapixels of better</b> ". 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.
24	Page 114	Schedule - B, 1.( C) The Bidder shall develop:	The Bidder/Bank shall implement the Multi-Lane Free Flow (MLFF) system across a total of sixteen (16) lanes at Mundka fee plaza on Urban Extension Road-II (UERII).Of these, twelve (12) lanes shall be operational and dedicated exclusively for tolling operations. The remaining four (4) lanes shall be designated as standby/redundant lanes, intended to function as reserve capacity for business continuity. The remaining lanes, other than those designated for tolling operations and standby usage, shall be closed by NHAI upon the successful commissioning of the MLFF system. The Bidder/Bank shall ensure that these non-designated lanes remain closed, physically secured, and are not used for any tolling or traffic operations during the contract period, unless expressly authorized in writing by the Authority.	Redundant gantry is not required to install as per this clause. Please confirm.	As per the RFP, the requirement provided is the minimum. Bidders may propose additional quantities or line items as a part of their proposed solution, for enhanced system performance and SLA parameters adherence.
25	Page 111	Schedule-A: Site of the Project	Location of Fee Plaza : Mundka Fee Plaza at Km 22.750 Total Lanes : 24 Location of Control Centre : At Mundka Fee Plaza	Bidder /Bank shall implement Multi-Lane Free Flow (MLFF) system in 16 lanes out of 24 lanes of Mundka Fee Plaza , Please clarify	Yes, understanding is correct
26	Page 32	6.5. PERFORMANCE SECURITY	a) The Successful bidder shall furnish a Performance Security totaling Rs. 15,00,00,000/- (Rupees Fifteen Crore Only) for a period of 6 years from the Date of LOA within 15 days of issuance of LOA in following instruments: (i) a crossed account payee demand draft/pay order amounting to Rs. 7,50,00,000/- (Rupees Seven Crore Fifty Lakh Only) (an amount equal to 50% of the total PBG value) and (ii) a bank guarantee amounting to Rs. 7,50,00,000/- (Rupees Seven Crore Fifty Lakh Only) (an amount equal to 50% of the total PBG value) as per the format prescribed by IHMCL for a period of 6 years from the Date of LOA	High PBG is unviable, since cash collection is not done by Bank. Request for token PBG of 1cr.	As per RFP