

RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Boriach Fee Plaza on Surat - Dahisar section of NH-48 on Fixed Transaction Fee Model
IHMCL/MLFF- Boriach/2025 published on dated 06.10.2025
E-tender Id: 2025_NHAI_251363_1

Date: 10.11.2025

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1	112	1.a.	Site of the Six Lane Project Highway comprises the section of National Highway stretch from Surat -Dahisar of National Highway No. NH-48 in the State of Gujarat. The toll plaza location chainage is described in Annex-I of this Schedule- A	Is this 2 highway lanes + 1 shoulder in each direction? Or is it 3 highway lanes + 1 shoulder in each direction?	As mentioned in the tender, project is a 6-lane Project Highway. Further bidders are encouraged to conduct site visits to assess the existing situation and gather information relevant to their bid proposal.
2	92	1.2.16.3. Parameters to be checked during Site Acceptance Testing (SAT)	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.
3	155	Schedule - B1. Development of the MLFF based tolling facility. a) About the MLFF based Tolling Project	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.
4	117	2. Operations & Maintenance of the MLFF based Tolling System (Refer detailed roles and responsibilities in Section 8 below)	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.	The bank shall provide assistance to the customers in payment of e-Notices at toll plaza POS location.
5	126	7. E-Notice Module	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	The indicative process flow diagram for transaction processing as well as Enotice generation is already provided in the RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
6	126	7. E-Notice Module	2. Tag transaction flow by MLFF entity / Acquirer Bank	For the vehicles which are having temporary reg number (newly purchased 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. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase
7	126	7. E-Notice Module	2. Tag transaction flow by MLFF entity / Acquirer Bank	For the vehicles which are having multiple closed tags, which bank tag details will be consider by NPCI to notify the issuer.	As per existing NETC guidelines.
8	126	7. E-Notice Module	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 check and confirm.	As per RFP.
9	129	7. E-Notice Module	Note: E-Notice Issuance Timelines	Incase acquirer is unable to generate E-notices within next 48 hours, raising e-Notice later, will that be declined by NPCI ?	As per RFP.
10	126	4. Process flow for Grievance Mechanism:	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.
11	126	4. Process flow for Grievance Mechanism:	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.
12	95	Illustration 1:	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	Required more details on the month wise trips calculation	As per RFP.
13	96	Illustration 2:	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.
14	95	Illustration 1: -->E-Notice Amount and Payout	iii. 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.
15	97	1.2.20. Incentive for higher clean transactions	(a) 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.
16	147	1.4 Automatic Number Plate Recognition Systems	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.
17	170	2.9 MLFF Application Software	7) The MLFF application shall be integrated with the VAHAN database of NIC through an API to retrieve the Gross Vehicle Weight (GVW) of vehicles passing through the gantry/lanes based on Vehicle Registration Number (VRN) or Vehicle Identification Number (VIN).	1. Request you to provide the purpose 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 specifications for VAHAN integration.	As per RFP.
18	172	2.10 Web-Portal:	1) Dashboard 2) E-Notice Module 3) Reports	Kindly provide the elements in the Dashboard, report formats and specifications, date and time-duration for the data population	As per RFP.

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19	172	E-Notice	Tag Status having the exception code 08 (e-notice)	Do we raise the e-notices as well for the tags which are added to exception code 08 ? How to get the revenue for the trips post tag added into exception code 08	E-Notices shall be issued as per RFP. Further, details shall be provided in Technical Specification Document to Successful bidder during implementation phase
20	172	E-Notice	20 minutes SLA between Request Balance Check and Request Pay	For the tags which are in 01 or 03, Is 20 minutes SLA is applicable between RequestBalanceCheck and Request Pay ?	As per RFP & NETC Guidelines.
21	172	E-Notice	20 minutes (against the reader read tim) buffer duration of blacklist tag status (05,01,03) business rule	20 minutes (against the reader read tim) buffer duration of blacklist tag status (05,01,03) is applicable to process the transaction as normal transaction instead of 48 hours blance check mechanism in MLFF	As per RFP & NETC Guidelines.
22	172	E-Notice	20 minutes SLA between Request Balance Check and Request Pay	For the tags which are in 01,03, Is 20 minutes SLA is applicable between RequestBalanceCheck and Request Pay ?	As per RFP & NETC Guidelines.
23	172	E-Notice	E- Notice Payment duration by the vehicle owner	Confirm the E-Notice payment duration SLA for e-notice generated vehicles . Based on this SLA confirmation, acquirer will raise the exception code 08 addition through RequestMngException API to NPCL.	As per RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
24	172	E-Notice	Decline of e-notice by e-Notice System as Vehicle/Owner details are not present in Vahan	Provide the further process of transaction in case of e-notice request declined due to vehicle details are not present in Vahan.	As per RFP.
25		ICD2.6 - Request Balance Check API	ICD2.6 - Request Balance Check API	Suggesting to include vehicle number as well in the ICD2.6 Request Balance check API schema. So that balance check can be done for trasactions which are processed with vehicle number i.e., RFID failed and ALPR success cases	As per RFP.
26	159	1.14 Edege level switch	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?	As per RFP.The specifications & Quantities provided in the RFP are minimum requirements. Bidders may propose better specifications/Quantities as part of their proposed solution design.
27	150	A7	1 IR Illuminator per lane	BOQ requires two cameras per lane, but only one IR Illuminator, is this intentional?	As per RFP.The specifications & Quantities provided in the RFP are minimum requirements. Bidders may propose better specifications/Quantities as part of their proposed solution design.
28	150	A2	1 RFID Reader per lane	A single reader can control up to 4 lanes, must the requirement include an entire reader for every lane?	As per RFP.The specifications & Quantities provided in the RFP are minimum requirements. Bidders may propose better specifications/Quantities as part of their proposed solution design.
29	150	A10	1 Layer 3 switch per direction.	The site description mentions 12 lanes and 4 redundant landes but does not mention the division of directions. 6 lanes in each direction plus 2 redundant in each direction?	As per RFP.The specifications & Quantities provided in the RFP are minimum requirements. Bidders may propose better specifications/Quantities as part of their proposed solution design.
30	170	Section 4	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.
31	119	Display of Rate of User Fee and User Fee Notification	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.
32	142	Specification of all MLFF Sub System 1.2 RFID Antenna:	2) Gain 10 dBi ± 1 dB	Will 10dBi gain not be very low power equipment? 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. What is the requirement of beamwidth ? Beamwidth: Narrower horizontal beamwidth for precise lane targeting - a 3dB beamwidth of <30Degrees Wider vertical beamwidth for accommodating varied vehicle heights.	As per RFP.The specifications & Quantities provided in the RFP are minimum requirements. Bidders may propose better specifications/Quantities as part of their proposed solution design.
33	151	1.6 Detector-Lidar	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.The specifications & Quantities provided in the RFP are minimum requirements. Bidders may propose better specifications/Quantities as part of their proposed solution design.
34	Page 32	6.5. PERFORMANCE SECURITY	The Successful bidder shall furnish a Performance Security totaling Rs. 16,00,00,000/- (Rupees Sixteen Crore Only) for a period of 6 years from the Date of LOA within 15 days of issuance of LOA	High PBG is unviable, since cash collection is not done by Bank. Request for token PBG of 1cr.	As per RFP.
35	Page No 101	1.2.26.(a),(b),(c),(d)	Insurance cover to be maintained	The Insurance shall be taken in name of Bidder/Bank or SubContractor or IHMCL. Please confirm, as per our understanding it shall be purchased in name of Bidder for respective project.	Insurance shall be in the name of Bidder .
36	Page No 101	1.2.26.(a),(b),(c),(d)	Insurance cover to be maintained	Can bidder purchase blanket insurance for all RFP's which is won by same Bidder.	Bidder to provide insurance as per RFP.
37	Page No 116	Schedule B - 1.(c)	The Bidder shall develop following at each fee plaza: MLFF based tolling facility by installing new Gantries on main carriageway of the road (minimum 02 (01 Main & 01 redundant)) for each direction (LHS & RHS) for MLFF based tolling within approx. 350m from each of the existing location of the fee plaza.	Can Bidder install gantry at 500 meters from existing plaza to cover complete width of road including service lanes with 3*3 lane. Request you to relax the installation of gantry distance to +/- 500 meters from existing plaza. Currently , At 350 meters, it is still 5+5 lane wide..no lane discipline at +/- 350 meters	As per RFP. The location of gantry shall finalised by the Bank in consultation with PIU and IHMCL as per site visit.
38	Page 103&104	1.2.30.3. iv. a	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 MLFF successfully	As per RFP.
39	Page No 122	Schedule - B, 4.m)	Obligations of the Bidder/Bank: 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 the fee plaza, sourced from different Internet Service Providers, to ensure uninterrupted processing of transactions and video streaming at remote locations	We checked from all service providers and its confirmed by the that 256 MBPS leased line connectivity is possible from all service providers at plaza locations. So, kindly consider 256 MBPS for this project as limitation is from ISP.	As per RFP.

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40	Page 116	Schedule - B, 1. d) . i	Separate Command and Control Centre need to be set-up at the fee plaza provided in Schedule A	This is subject to space provided by NHAI as New Physical Infrastructure of Building is in NHAI scope	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. For any additional space requirement, the bidder may arrange porta cabin/container cabin of sufficient size at their own cost.
41	Page 116	Schedule - B, 1. d) . ii. a	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
42	Page 138	Schedule - B, point 11	Consistent Penalty 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	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?	As per RFP.
43	Page 138	Schedule - B, point 12, a), iv	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	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.	As per RFP.
44	157, 173	1.13 Field Junction Box	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?	The specifications provided in the RFP are minimum requirements. Bidders may propose better specifications as part of their proposed solution design.
45	32	6.5 Performance Bank Guarantee.	PERFORMANCE SECURITY	Performance Bank Guarantee (PBG) amount for this MLFF tender is significantly higher ₹16 crore compared to other MLFF tenders?	As per RFP.
46	115	Schedule - B 1. d) Command and Controlled center	Control Center - i. Separate Command and Control Centre need to be set-up at the Boriach 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?	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. For any additional space requirement, the bidder may arrange porta cabin/container cabin of sufficient size at their own cost.
47	114	Schedule - B 1. A) vi)	the bidder must ensure the proper migration of all databases from the existing TMS before transitioning to the new MLFF system	For how many months' data migration is required from the old system to the new one?	As per RFP.
48	169	2.9 7)	regarding the Vahan database, kindly confirm who will be responsible for providing the data — the bidder or IHMCL?	The Vahan database, kindly confirm who will be responsible for providing the data — the bidder or IHMCL?	As per RFP.
49	115	Schedule - B d)	ii. MLFF Server: 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/plaza of that location	Please confirm whether IHMCL is looking for a local Command Center (CC) setup with on-premises server and storage, or if we may also propose a cloud-based solution as an alternative.	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.
50				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.
51				Bid Due date extension for 15 days	Please refer Corrigendum 1