RFP for Selection of Acquirer Bank for FASTag-ANPR based Multi Lane Free Flow (MLFF) User Fee Collection at Amakathadu Fee Plaza, Kasepalli Fee Plaza and Marur Fee Plaza on Fixed Transaction Fee Model IHMCL/MLFF- AKM/2025 published on dated 21.11.2025 E-tender Id: 2025_NHAI_256361_1 Response to Pre-bid Queries published on dated 18.12.2025					
Sr. No.	Page No. of RFP	Clause	RFP Statement	Query	Response IHMCL
1	91	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.
2	117	Schedule – B 1. 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.
3	119	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.
4	127	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.
5	127	7. E-Notice Module	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. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase
6	127	7. E-Notice Module	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.
7	127	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 checka and confirm.	As per RFP.
8	127	7. E-Notice Module	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.
9	125	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.

10	125	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.
11	125	Illustration 1:	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.
12	99	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.
13	98	Illustration 1: -->E-Notice Amount and Payout	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.
14	100	1.2.20. Incentive for higher clean transactions	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.
15	149	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.

16	172	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 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.
17	175	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.
18	127	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
19	127	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.
20	127	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	127	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	127	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 NPCI.	As per RFP. Detailed Technical Specification Document for barrier-less tolling shall be provided to Successful bidder during implementation phase.
24	127	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	133	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	162	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	79	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	75	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	71	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	123	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	91	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.
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34	172	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 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.
35	122	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.
36	144	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.

37	153	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.
38	NA	Information outside of RFP	Information available in Public Dmain	As per the information available in public domain, we see that, there are plans to expand NH44 in Andhra Pradesh (for the 3 plazas in RFP) from 4 lane to 6 Lane. What are the timelines of the expansion of the road and what is the remediation if the expansion happens during the contract period of the RFP. As the RFP, it is a 4-lane gantry and not a 6-lane gantry.	As per RFP
39	NA	Information outside of RFP	Information available in Public Dmain	As per information available in public domain, we see that, there is some discussion about constructing a new roadway between Bangalore and Hyderabad which is going to be Greenfield 6 lane expressway. If that expressway materializes during the contract period, what is the remediation plan as the traffic will reduce on NH44.	As per RFP