

Request for Proposal (RFP) - Selection of Service Provider for Online Sale of NHAI FASTag on E-Commerce portals.

RFP Reference No.: IHMCL/FASTag/Online/2020/23 – Response to Pre-Bid Query

SI No	Name of The Company	RFP reference and Pg. No.	Existing RFP Clause	Clarification sought	Response
1	Green Tech ITS	3.4 ELIGIBILITY CRITERIA 3. Relevant Registration	The Bidder should have been registered with at least one online selling platforms out of Amazon.in, Flipkart.com, Snapdeal.com or any other Central/ State Government e-market place.	Could GeM (Government E Marketplace) Registration be considered as a per-qualification eligibility criterion?	Valid registration of a bidder under Government e- Market Place i.e. https://gem.gov.in/ shall be considered for the said eligibility criteria.
2	Green Tech ITS	3.4 ELIGIBILITY CRITERIA 4. Relevant Experience	The Bidder should have at least one (1) year exp of selling products online as on bid due date. Information regarding the same should be provided along with documentary evidence.	It can be argued that Point of Sale work at Toll Plazas is comparable to other types of work experiences.	For the purpose of this criteria, only online selling experience of products shall be considered.
3	Green Tech ITS	1.6 IHMCL POS App 1.6.3 Steps for FASTag issuance at POS	POS Agent will physically verify the vehicle and request the customer for the copy of RC of the vehicle before issuance of FASTag.	Would service providers arrange for a POS Agent to service, if it is under their responsibility? Could fastag validation be done through an online mode?	The said section of the Manual refers to the process of issuance of FASTag over the counter at POS. The selected service provider have to sale FASTag through the e-commerce website only. The FASTag users shall be required to link the FASTag to his or her vehicle number appropriately.
4	Green Tech ITS	3.11 PAYMENT TERMS b) Penalty provisions	If vendor remains Out of Stock for more than one day (24hr)	We would like to know how many Fastags we should take into stock and which banks Fastags we can sell.	The Service provider shall be responsible for inventory management based on anticipated demand.

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5	Green Tech ITS			Will the Fastag sale be conducted all over India, or in specific states only?	This shall be a pan-India requirement based on the addresses of the orders received.
6	Green Tech ITS			Timeline to supply and installed single Fastag by service provider for delhi or other state.	Pl refer Section 3.18 SI no. (s). The standard deliver shall not exceed 7 days, however, in case of far flung areas such as NE, J&K, etc. this may be extended up to 7