

Sl #	Ref to RFP (Clause, Page no.)	Category of Query (Technical/ Legal/ General/ Others)	Original Clause of RFP	Clarification Sought	Response /Clarification
1	Point No. 3.2.1 , Sub Point 2: Relevant Experience – FASTag Acquiring Service. Page no 11	Technical	The bidder should have the experience of ETC integration and providing service as an Acquirer Bank for at least (1) one closed loop Fee plazas under the NETC Program.	Requesting to also include the acceptance TSP experience since TSP do all the integration on behalf of Acquiring Bank. Suggested Revision to " <b>The bidder or Bidder's TSP should have the experience of ETC integration and providing service as an Acquirer Bank for at least (1) one closed loop Fee plazas under the NETC Program</b> "	As per RFP
2	Point No 7.2, Sub point 16 : Marketing and promotional activities. Page no 52	General	The Acquirer bank shall spend minimum 2% of the revenue generated from FASTag programme on marketing/promotional/ user awareness activities	Request you to please remove the minimum spend as this will be putting additional cost. Would request you relax it with below " <b>The Acquirer bank shall do marketing/ promotional/ user awareness activities at the Toll plazas</b> "	The Acquirer bank shall do marketing/ promotional/ user awareness activities at the Toll plazas, as an when required by NHAI/IHMCL
3	Point no 8.5 :Annexure 5: Self Certification on Experience, Page no 60	Technical	Details of Fee Plazas where closed loop acquiring services have been provided by the bidder for more than one year:	Requesting to also include the acceptance TSP experience since TSP do all the integration on behalf of Acquiring Bank. Suggested Revision to "Details of Fee Plazas where closed loop acquiring services have been provided by the bidder or Bidder's TSP for more than one year:	As per RFP
4	Point 6.2.4 : Integration with All Local System Integrators and act as a Master System Integrator (MSI). Page no 39	Technical	Integration with All Local System Integrators and act as a Master System Integrator (MSI)	Need Clarity on this clause	The designated Acquirer bank must integrate with all the LSI at the respective toll plazas and serve as the Master System Integrator, in conjunction with the services provided by the Acquirer.
5	General	General	Traffic Projection	Kindly confirm which report to consider to check the traffic inflow.	As per RFP
6	General	General	Go Live Date	Kindly confirm if all plazas (whole stretch) will be made live in one go?	The Toll Plazas will be go-live as when intimated by NHAI
7	5.10 - Contract Period (Page - 27)	General	The Contract Period for the Project shall be Three (02) years from date of signing of Contract Agreement	Contract Period is 2 years or 3 years ?	Please refer to Corrigendum -I
8	3.12 - Bid Security	Finance	The Earnest Money shall be in the form of a demand draft / pay order/ Bank Guarantee drawn in favor of "Indian Highways Management Company Limited." Drawn on any Scheduled bank payable at New Delhi. The format for providing EMD in the form of Bank Guarantee is provided at Annexure-8.	Can EMD submit in the form of Demand Draft ?	EMD can also be submitted in the form of a Demand Draft. However, a scanned copy of the Demand Draft must also be uploaded to the e-tender portal.
9	6.2.4 - Tehnical Scop	Technical	Integration with All Local System Integrators and act as a Master System Integrator (MSI):	1. What is the Role of Acquirer Bank in this ? We understand that we will receive txn pair for every vehicle (with Entry & Exit plaza code) from existing Master System Integrator ? 2. Please let us know Master System Integrator name.	The designated Acquirer bank must integrate with all the LSI at the respective toll plazas and serve as the Master System Integrator, in conjunction with the services provided by the Acquirer.
10	3.19.2 - Financial Bid Submission	Finance	The Bidder with the lowest value quoted for "Acquirer Rate" in the Financial Submission Form (Annexure-10) will be declared as the L-1 Bidder	Please share tentative Daily Revenue collection details.	As per RFP
11	5.10 Contract Period, Page No. 27	General	5.10.1 The Contract Period for the Project shall be Three (02) years from date of signing of Contract Agreement.	Please clarify Contract Period: is it for Three (03) Years or Two (02) Years.	Please refer to Corrigendum -I
12	6. Scope of Work, Page no. 37	Technical	Complete implementation of ICD 2.5 or the latest version of ICD at the acquired fee plaza within 45 days of the date of fee plaza allocation of the fee plazas.	Please confirm whether MSI would be provided 45 days to complete integrations with all Plazas, since on Page No. 41 it is mentioned as " <i>MSI shall ensure to complete the integration work with each toll plaza within 30 days from date of commencement instruction received from IHMCL.</i> "	The selected acquirer bank shall ensure the completion of integration work with each toll plaza within 30 days from the date of commencement instruction received from IHMCL and also ensure Complete implementation of ICD 2.5 or the latest version of ICD at the date of fee plaza allocation of the fee plazas.
13	6.1 Broad Responsibility of Acquirer Bank, Page no. 37	General	Marketing and Promotional activities for the Fee Plaza.	Please elaborate on the expectations from Acquiring Bank for this requirement.	The Acquirer bank shall do marketing/ promotional/ user awareness activities at the Toll plazas, as an when required by NHAI/IHMCL
14	6.2.4 sub Pt. c) Page No 40	Technical	MSI shall ensure to capture and store entry and exit details of vehicles from each toll plaza and club the entry-exit details of vehicles based on same Tag Id/VRN no to make the final transaction. The FASTag transaction must be clubbed and sent to respective Acquirer Bank within the SLA as defined the Interface Control Document and also support advanced analytics, automation, and optimization use cases, through large data lakes.	Please confirm whether Settlements would have to be done to Concessionaire or to Collection Agency at Exit Toll Gate or to both Entry and Exit Toll Gate?	As per RFP
15	Page 27 Clause 5.10.1	Legal	5.10.1: The Contract Period for the Project shall be Three (02) years from date of signing of Contract Agreement.	In our experience, the LSI plazas usually take months to complete the MSI testing, despite the MSI technical specifications and readiness being available within the first week from award of the contract.  Such delays may lead to revenue losses to the bank, given that 25% of the stipulated contract period is consumed in testing itself due to no fault of the MSI or acquirer bank.  We request that the duration of the contract be counted from the date of go-live or from the date of readiness confirmation from all LSIs instead of the date of signing of agreement.	The contract period shall be from the date of signing of contract agreement.
16	Page 27 Clause 5.10.1	Legal	5.10.1: The Contract Period for the Project shall be <b>Three (02)</b> years from date of signing of Contract Agreement.	Contract period in words is mentioned as Three but the figure mentioned is 02. Kindly clarify.	Please refer to Corrigendum -I

17	Page 36 Clause 5.16.20	General	5.16.20: Sub-Contracting The Successful bidder shall not sub-contract any assignment to a third party.	<p>We would like to highlight that system providers for Acquiring Services are technical partners of the banks and hence are an important part of this ecosystem.</p> <p>These TSPs have been selected after careful consideration by the bank and their solutions have been certified by NPCI to provide the services to the bank. Please confirm whether these Technical Service Providers or TSPs will be under this ambit or not.</p> <p>We propose they should not be under the ambit of this clause, as the bank does not develop the NETC acquiring infrastructure.</p> <p>Sub-contracting to TSPs has been allowed by IHMCL for various MSI/NETC Acquiring RFPs in the past. Please refer to page 70 of the pre-bid clarifications provided by IHMCL for the Delhi-Mumbai Expressway MSI RFP. Link: <a href="https://ihmcl.co.in/wp-content/uploads/2023/01/Final-Pre-bid-Query-and-Response.pdf">https://ihmcl.co.in/wp-content/uploads/2023/01/Final-Pre-bid-Query-and-Response.pdf</a> Screenshot attached in next column for easy reference.</p>	As per RFP
18	Page 39 Clause 6.2.4; Point (c)	Technical	6.2.4: Integration with All Local System Integrators and act as a Master System Integrator (MSI)  (c) MSI shall ensure to capture and store entry and exit details of vehicles from each toll plaza and club the entry-exit details of vehicles based on same Tag Id/VRN no to make the final transaction. The FASTag transaction must be clubbed and sent to respective Acquirer Bank within the SLA as defined the Interface Control Document and also support advanced analytics, automation, and optimization use cases, through large data lakes.	<p>Our understanding of this clause is that the MSI functionality is supposed to be deployed as an isolated/independent application with its own web portal, reports, server infrastructure, reconciliation process, etc., which will club the entry and exit transactions received from the LSIs and sends it to the acquirer module as per the specifications mentioned in the RFP.</p> <p>Kindly confirm if our understanding is correct.</p>	As per RFP
19	Page 73 Clause 8.12 (Annexure 12)	General	Entire Annexure 12	<p>The list of all plazas approved on the DAKE stretch has been provided. However, as per our knowledge, not all stretches are ready for go-live, and many plazas may not be ready for go-live within this calendar year.</p> <p>Google Maps imaging of the stretch shows only about 3-4 packages of the expressway being paved, rest of the highway looks to be in the gravel stage only.</p> <p>For an accurate estimation of revenues and an accurate bid amount calculation, it is important for the banks to know the go-live plan for each plaza somewhat accurately.</p> <p>Given that these plazas have been included in the RFP, we assume that this data is available with IHMCL. We request you to kindly provide an accurate go-live date of each plaza part of the RFP so we may plan our revenue estimates accordingly.</p> <p>In case accurate go-live dates are not available, kindly provide the approximate go-live date with error margin (+/- months) from the date mentioned by IHMCL in the response.</p>	As per RFP
20	Page 73 Clause 8.12 (Annexure 12)	General	Entire Annexure 12	Kindly provide the official NHAI revenue projections of each plaza for accurate estimation of revenue collection across the stretch.	As per RFP
21	PG 40 Pt. 6.2.4 sub Pt. c)	Technical	MSI shall ensure to capture and store entry and exit details of vehicles from each toll plaza and club the entry-exit details of vehicles based on same Tag Id/VRN no to make the final transaction. The FASTag transaction must be clubbed and sent to respective Acquirer Bank within the SLA as defined the Interface Control Document and also support advanced analytics, automation, and optimization use cases, through large data lakes.	Confirm if settlement would be done to Concessionaire/ TCA at exit toll gate or to both entry and exit toll gate.	As per RFP