

Response to Pre-bid Query

Date: 14.05.2024

Limited RFP for Selection of System Integrator for Implementation, O&M Services of ETC System and Refurbishment, O&M services of Weigh-in-Motion & Static Weigh Bridge System at Toll Plazas on National Highways. RFP No. IHMCL/N-LTE-RFP/HYBRID ETC/2024/03 published on dated 03/05/2024

Sl no	Ref to RFP	Category of Query	Original Clause of RFP	Clarification Sought	IHMCL Response
1	27 of 66 6.12 Scope of Work	Technical	b) Service Provider shall ensure for automatic capturing of vehicle registration number (VRN) of each vehicle through ANPR camera installed in lanes. A functionality shall be developed in lane application to process FASTag transaction based on VRN captured by ANPR camera and the same shall be used as secondary option whenever FASTag is not read through fixed RFID reader.	Request to clarify if OCR is required to process the FASTag transaction based on VRN captured by ANPR Camera or just ANPR is required to capture the Image of VRN.	As per RFP, OCR is required to process image captured by ANPR camera to provide VRN and based on the same FASTag transaction shall be processed.
2	27 of 66 6.12 Scope of Work	Technical	d)Service Provider shall ensure to install Lane Monitoring Camera/Incident Capture Camera in all lanes at toll plaza which will record the video and also capture the incidents. This camera shall be mounted on the pole at a location (to be decided by Service Provider) whereby proper video recording can be made of the lane and incidents can be captured in TMS software. This camera shall be integrated with TMS software to capture the incidents and also connected with Network Video Recorder.	Request to provide the specification for the Lane Monitoring Camera/Incident Capture Camera with the certification like UL, CE, FCC, NIMA 4X, IK10,UKCA, BMSI,EN etc	As per RFE

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3	28 of 66 6.12 Scope of Work	General	g)The Service Provider shall provide minimum 03 Site Engineers (03 shifts) at each fee plazas to ensure 24*7 onsite support.	Request to Clarify that it is for (8hr*3 Engineers)=24 hours*7 with and additional 1 reliever which would be totally 4.	RFP mentions the minimum requirements. Service Provider shall ensure to meet the 24*7 onsite support to meet the uptime and SLA as mentioned in the RFP.
4	30 of 66 6.12 Scope of Work	Technical	s) Service provider should provide a comprehensive geo-fenced smart attendance system with time and face recognition including associated devices and software/application at all the allocated toll plazas. The system should be designed to ensure that the attendance of service provider representative is monitored, and the attendance is verifiable on real time basis by IHMCL/TMCC. Necessary integration with TMCC will be the responsibility of the service provider. In case of non-availability of operator/personnel at the lane/plaza, applicable penalty shall be imposed on the service provider.	Request to Clarify if the facial recognition would take place from the one of the listed cameras in the RFP, also kindly clarify if FRS is only required or aadar enabled biometric is required as well.	Refer Corrigendum -1
5	30 of 66 6.12 Scope of Work	General	t) The successful bidder shall assist and extend required support, at no additional cost to IHMCL, in integration or migration to the Unified tolling software (Centralized TMS) as mandated by IHMCL from time to time.	Request to Specify the TAT of the migration if such case should take place.	Shall be communicated to Successful bidder as and when desired by IHMCL.

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6	33 of 66 6.12 Scope of Work - ee) Refurbishment & O&M services of Medium Speed Weigh-in-Motion (MSWIM) and Static Weigh Bridge (SWB) System	General	ix) The MSWIM controller shall be able to work and also store the data independently and shall also send the MSWIM data for each transaction to the central system (TMCC) designated by IHMCL	Request to Specify if each transaction should be sent on real time basis or as a report.	Each transaction shall be required to store locally and sent to TMCC on a real time basis.
7	Pg 34 of 66 vii. The functional requirement of SWB system are as follows: -	Technical	At the SWB location, the vehicle will undergo another weighing process to confirm the overload weight. The ANPR camera will capture the Vehicle Registration Number (VRN) to retrieve information from the respective lane system, or manual entry of VRN/Transaction ID can be performed.	Further to the statement in Pg 34 of 66, in the Pg 35 of 66, the clause is as the follows: The SWB station shall have a CCTV camera for capturing image of vehicle while weighing. Request to clarify if ANPR with OCR to capture image or CCTV camera to do image capturing or both.	OCR is required to process image captured by ANPR camera to provide VRN and based on the same FASTag transaction shall be processed and CCTV Camera at SWB shall be deployed for overall monitoring of SWB area.

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8	Pg 35 of 66 vii. The functional requirement of SWB system are as follows:-	Technical	Service Provider shall ensure to install ANPR camera at each SWB location which will record the video and also auto recognize the VRN number. This camera shall be mounted on the pole at a location (to be decided by Service Provider) whereby proper video recording and VRN number recognition can be made of the vehicle. This camera shall be integrated with ETC system to capture the incidents and also connected with Network Video Recorder.	Request to clarify if the ANPR camera to do the incident detection at the SWB location or need to capture image of vehicle at the location.	ANPR camera at SWB location shall recognize VRN to capture the incidents.
9	Pg 36 of 66 vii. The functional requirement of SWB system are as follows:-	General	The connectivity from the SWB should be provided using fibre optics from the SWB system to the ETC server installed at toll plaza. The cost of the same shall be included in the O&M value as quoted by the Service Provider including the ducting, ducting pipes i.e., HDPE pipe, and electrical connections.	Request to clarify if the existing fibre in toll plazas which only requires refurbishments can be used with the help of current service provider free of cost to meet the requirements of the RFP.	Bidder to visit the site for confirmation on availability of fibre cable.
10	Pg 37 of 66 a) Uptime of Plaza Building Equipment	General	i. The uptime availability of all Critical equipment of plaza Building shall be 99% per month. The permissible downtime for all critical Equipment shall be 7 hours per critical plaza equipment per month.	Suggestion for amendment as follows: - i. The uptime availability of all Critical equipment of plaza Building shall be 99% per month. The permissible downtime for all critical Equipment shall be 12 hours per critical plaza equipment per month.	As per RFP

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11	Pg 37 of 66 a) Uptime of Plaza Building Equipment	General	iii. Scheduled downtime is defined as a period of time when the system will remain unavailable for conducting necessary preventive maintenance, urgent repairs, etc. The maximum scheduled downtime for any Site shall be 4 hours per month for plaza system.	Suggestion for amendment as follows:- iii. Scheduled downtime is defined as a period of time when the system will remain unavailable for conducting necessary preventive maintenance, urgent repairs, etc. The maximum scheduled downtime for any Site shall be 12 hours per month for plaza system.	As per RFP
12	Pg 39 of 66 d) Accuracy of MSWIM system: -	General	i. Weight Capturing The Service Provider shall ensure for capturing of weight for all transaction through MSWIM system. Failure of the Service Provider to capture the weight of the vehicle using MSWIM system, following penalty shall be imposed: - Up to 100 transaction- Rs 100/- for each case (per Month) - Greater than 100 transactions- Rs. 500/ for each case (per Month) The total levied penalty for this SLA, however, shall not exceed Rs 25,000/- for each lane plaza per month.	Suggest for Amendment as Follows: i. Weight Capturing The Service Provider shall ensure for capturing of weight for all transaction through MSWIM system. Failure of the Service Provider to capture the weight of the vehicle using MSWIM system, following penalty shall be imposed: -Up to 100 transaction- Rs 50/- for each case (per Month) - Greater than 100 transactions- Rs. 150/ for each case (per Month) The total levied penalty for this SLA, however, shall not exceed Rs 5,000/- for each lane plaza per month.	As per RFP

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13	Pg 40 of 66 d) Accuracy of MSWIM system: -	General	ii. Weight Accuracy The Service Provider shall ensure for proper functioning of MSWIM system in all lanes. The weight as captured in MSWIM system should not vary $\pm 7\%$ as compared to weigh captured of same vehicle on SWB system. Failure of the Service Provider to maintain the accuracy, Rs 200 penalty shall be imposed per incident	Suggestion to Amend as follows : The Service Provider shall ensure for proper functioning of MSWIM system in all lanes. The weight as captured in MSWIM system should not vary $\pm 10\%$ as compared to weigh captured of same vehicle on SWB system. Failure of the Service Provider to maintain the accuracy, Rs 200 penalty shall be imposed per incident	As per RFP
14	Pg 40 of 66 6.14 CONTRACT PERIOD	General	The initial period of engagement shall be 03 years from date of signing of Contract Agreement. The period of engagement may be further extendable by additional 2 years at the sole discretion of NHAI/IHMCL. In case of extension in Contract period, Service Provider shall furnish the extended PBG as per Clause under RFP	Request for making the contract period to 5 years in One go for better Operation and Maintenance from a single SI.	As per RFP

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15	Pg 40 of 66 6.15 Hardware Specification a) Automatic Number Plate Recognition (ANPR) Camera	Technical	ii. ANPR Cameras should also be capable of detecting and recognize the vehicle classification of each passing vehicle with accuracy more than 95%. vi. ANPR Recognition system shall have count accuracy of 99.50% for all types of vehicles	Request for clarify if the accuracy mention is for both day and night. Also, suggest the authority to amend count accuracy to 98%.	As per RFP
16	Pg 31 of 66 6.12 Scope of Work	General	z) Service Provider is required to maintain a spare quantity of critical ETC equipment (Lane level) at the fee plaza, strictly adhering to the SLA parameters outlined in the RFP document. In the event of any damage/fault occurring to the equipment, regardless of the cause, the Service Provider must promptly replace the affected equipment with prior intimation to concerned PIU and IHMCL using the spare quantity. The spare quantity of critical ETC equipment should be no less than 30% of the total number of lanes at the fee plaza to ensure timely corrective actions. The specified spare critical ETC equipment mentioned above is incorporated into the financial bids format alongside the respective ETC equipment names. The quantity of spare items will contribute to the total bid price. Service Provider should ensure that 30% spare quantity is maintained at all times at the toll plaza	Request to clarify if 30% spare as listed to be maintained at every single plaza or in a specified location and also if the cost quoted to include this separately.	30% spare to be maintained at each plaza for maintaining the SLA, without any additional cost to IHMCL.

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			<p>to ensure uninterrupted operations of ETC system. Non-availability of minimum 30% spare quantity of required items shall attract penalty of 10% of monthly O&M payment for the plaza. A minimum of 30% spare for the following equipment should be maintained at the plaza: -</p> <ul style="list-style-type: none"> i. RFID reader ii. Toll Lane Controller iii. Automatic Vehicle Counter and Classifier system iv. License Plate Image Capture Camera/Automatic Number Plate Recognition Camera v. Automatic Barrier Gate vi. Lane UPS with batteries 		
17	Pg 27 of 66 6.12 Scope of Work	General	<p>k) Service Provider shall be responsible for providing Pest Control services at the toll plaza to prevent equipment for getting faulty. Service Provider shall be responsible for repair/ replacement of equipment within the defined SLA which have got faulty due to cable/equipment damaged by Rodent. The cost of the same is the part of O&M Price of the plaza</p>	<p>Request to clarify on the pest control is for all equipment or for MSWIM/SWB also kindly clarify about the number of times the pest control to take place within an year.</p>	<p>RFP mentions the minimum requirements. Service Provider shall perform the pest control of all HETC equipments including MSWIM, SWB as the case maybe, to meet the up time and SLA adherence as per requirements mentioned in the RFP.</p>

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18	Pg 10 of 66 4.4 Amendment Of RFP	General	At any time prior to the closure of time for submission of bids, IHMCL, for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the RFP by issuing amendment(s) or Corrigendum. Any Corrigendum /Addendum issued as aforesaid shall be part of the RFP and shall be displayed /communicated on e-tender portal. No separate information will be passed to any Bidder in this regard	In such case when there may be a modification to RFP or any amendment(s), request the authority for a suitable extension of the bid submission date.	Refer Corrigendum-1
19	Pg 9 of 66 4.1 Eligibility to Bid	General	2. Relevant Experience - Weigh in Motion & Static Weigh Bridge System Integration- The bidder must have been maintaining the Weigh In Motion System and integrated it with the ETC system at a minimum of five (05) NH toll plazas for the last one year, up to the bid submission date.	Request to clarify if the Weigh in Motion system at the 5 toll plazas should be running or operating from last one year or all should be new 05 plaza implementation with in 12 month from may 2023 to 2024.	As per RFP
20	Pg 44 of 66 6.15 Hardware Specification	Technical	xiii. Video Analytical The camera shall be used for analytical functions, including monitoring traffic congestion in lanes and counting vehicles.	Request to clarify on the exact requirement with reference to the statement on PTZ as no analytics can run stable over the PTZ camera as they move in every 30 second.	As per RFP

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21	Pg 44 of 66 6.15 Hardware Specification	Technical	d) Geofenced smart attendance system with time and face recognition:	Request to provide the requirement's specification in terms of hardware and software which adequate for the toll plaza . I would request you to make the attendance with Aadhar biometric to support this system.	Refer Corrigendum -1
22	Pg 45 of 66 6.15 Hardware Specification	Technical	e) Deisel Generator Set (03 Phase)- 25 kVA	Recommendation for 2 Gensets as 1 diesel generator of 10-15KvA for control room and different Generator such that 1.5KVA is allotted per lane level may be plaza is going to be big or small. Also request to clarify on who would pay for servicing charges for the generator as fuel would be provided by Toll operating agency and also on the locations where pollution is monitored how to go ahead with diesel generator set.	Refer Corrigendum-1, Financial bid
23	Pg 46 of 66 6.16 INSURANCE	General	The Service Provider shall effect and maintain the insurance of ETC system at its own cost, during the Contract period, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to cover Third party claims, Electricity overvoltage/ short circuit, theft, accidental damage, vandalism, fire, flood, and Force Majeure events. The insurance document shall be submitted after the completion of implementation work at each toll plaza.	Request to clarify on the exact equipment's over which insurance needs to be put in order, if we should cover whole equipment's in the O&M, also as we know that old equipment's Insurance will be difficult or may be expensive.	As per RFP

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24	Pg 61 of 66 7.6 Annexure-A	Technical	19. UPS including batteries	The specification provided in "RFE Reference -IHMCL/ETC/ Empanelment/ 2021/01, dated 28 October 2021" is not clear and its relatively old, request for updated specifications of UPS	RFP mentions the minimum requirements. Service Provider shall provide solution, to meet the up time and SLA adherence as per requirements mentioned in the RFP.
25	Pg 61 of 66 7.6 Annexure-A	Technical	1.RFID ETC transceiver near Pay-axis - (mounted on canopy/Pole as per site feasibility)	The specification provided in "RFE Reference -IHMCL/ETC/ Empanelment/ 2021/01, dated 28 October 2021" is not clear and its relatively old, request for updated specifications of RFID reader as it need to be enhanced in 2-3 years with extra ports and reading capability. Also confirm that how RFID should checked that this particular Reader is for Toll and not for parking. Due to this manual entries are getting enhance in toll plaza.	As per RFP
26	Pg 61 of 66 7.6 Annexure-A	Technical	24. 24 Port Network switch (Layer 3)	Request to clarify on the switch as it needs to be core switch and with how many fibre port and also through put should be not less than 10/100/1000 and gig port should be 1 GBPS so the data transaction will be in done in less than a second.	As per RFE, 4 fiber port is required
27	Pg 61 of 66 7.6 Annexure-A	Technical	3 Lane Controller with Industrial PC	Request to clarify if the toll lane controller is fanless or motherboard system.	RFP mentions the minimum requirements. Service Provider shall provide solution, to meet the up time and SLA adherence as per

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					requirements mentioned in the RFP.
28	Pg 65 of 66 7.9 Annexure-D	Technical	Fault Summary Report	Kindly do request the authority to let us know on the duration by when we can submit the Fault summary report after the site survey before bid submission or if it needs to be submitted along with the bid.	Service Provider shall submit the fault summary report with IHMCL to claim for O&M payment after signing of Contract Agreement.
29	Pg 32 of 66 Refurbishment & O&M services of Medium Speed Weigh-in-Motion (MSWIM) and Static Weigh Bridge (SWB) System	Technical	i. Service Provider shall take over all existing MSWIM and SWB system on As-Is basis at the designated toll plazas as mentioned in Annexure-B and perform refurbishment, proactive and reactive maintenance, as well as repairing or replacing any defective components, subcomponents, or consumables as necessary to ensure the equipment's full functionality. Furthermore, the Service Provider shall uphold the Service Level Agreements (SLAs) outlined in the Request for Proposal (RFP) throughout the entire Contract Period.	Request to clarify if in any location there is SSWIM, what would be the necessary action to be taken in such case, like it needs to be enhanced to MSWIM or to just refurbish as it is.	As per RFP, bidder is required to refurbish the existing Weigh in Motion System to meet the SLA parameters.