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No. SEDC/TollBarrier/2K24-6975
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Corrigendum-II

(Tender No. SEDC/TollBarrier/2K24-6975)

HPSEDC published e-tender for Request for Proposal for Selection of System Integrator across Toll Barriers in Himachal Pradesh bearing tender No: SEDC/TollBarrier/2K24-6975 on 23-08-2024.

Based on the queries received from the bidders, the following changes/ modifications/ clarifications/ specifications in the tender Section(s)/ Clause(s) are incorporated in the tender document by issuing Corrigendum attached as **Annexure A**.

Last date of bid submission remains same as mentioned in the previous corrigendum.


General Manager (Technical)

Annexure-A

Pre-bid Queries responses w.r.t. Request for Proposal for Selection of System Integrator across Toll Barriers in Himachal Pradesh

S. No	Ref to RFP (Clause, Page No.)	Category of Query (Technical/Legal/General/Others)	Original Clause of RFP	Clarification Sought	Clarification/Revision(s) may be read as
1	Clause 2.1, Page No. 19.	Eligibility	1. Entity: The bidder must have successfully implemented FASTag based Toll collection at minimum 2 Locations which is operational as on date i). Award Letter along with copy of the contract	We assume that implementing FASTag-Based Toll Collection means using a FASTag-based electronic toll collection system supplied by a System Integrator rather than collecting tolls, and credentials related to the FASTag-based electronic toll collection system supplied by a System Integrator will be considered here. Please clarify and confirm, kindly.	Clarification: The System Integrator will be responsible for providing the software, integrating the same with Hardware, Acquirer Bank, IHMCL, NPCI etc. i.e. integration with all stakeholders of electronic toll system
2	Clause No. 6.5 Annexure 5, Page No.53	General	b. Details of Toll barriers where closed loop acquiring services have been provided by the bidder, minimum of 5 toll plaza names required: Name of Toll barrier/ Toll Barrier Go -Live Date Duration for which Acquiring Services provided (till Bid Due Date)	It is requested to kindly asked and consider the closed loop acquiring services details only of any numbers of plaza instead of restricting the minimum 5 toll plaza name. Means bidder have the experience in close loop acquiring services.	Revised Clause: b. Details of Toll barriers where closed loop acquiring services have been provided by the bidder, minimum of 1 toll plaza names required: Name of Toll barrier/ Toll Barrier Go -Live Date Duration for which Acquiring Services provided (till Bid Due Date)
3	Clause No.4, Page No.6	General	Earnest Money Deposit: Rs. 2,00,000/- through DD/ RTGS A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.)	We assume that, according to the EMD clause, an online payment receipt for the EMD submission will adequate, as long as the online payment is made to the HPSEDC provided account rather than IHMCL.	Clarification: The EMD and tender fee can also be submitted directly through RTGS in HPSEDC account.
4	Clause/Sr. No.7 of Annexure	General	Annexure 8: Format for Bank Guarantee for EMD/ Submission proof of EMD		

S. No	Ref to RFP (Clause, Page No.)	Category of Query (Technical/Legal/General/Others)	Original Clause of RFP	Clarification Sought	Clarification/Revision(s) may be read as
	e 9, Page No. 61		in IHMCL Bank account/DD as applicable		
5	Clause No.3.d, Page No. 33	General	Bidders are required to upload scanned copies of Bid Security, proof of online payment of cost Bidding Documents, Power of Attorney/Letter of Authorization and other relevant document on the e-procurement portal.		
6	General	General	Allowance of Consortium/JV	We did not identify any clauses relating to consortium/JV involvement, so please confirm whether consortium/JV participation is permitted or not.	Clarification: No consortium and JV shall be allowed
7	Clause No.1.1, Page No. 9	Scope	Finalize hardware specification for the toll barriers	Kindly provide the Number of lanes at each toll barrier location as mentioned in Annexure-12	Clarification: Two lanes at each barrier
8	Clause No.1.1, Page No. 9	Scope	Providing concessionaire Portal and sharing reports as per requirement from Toll barrier/department	Kindly provide the standards formats of each reports required.	Clarification: The Reports formats will be finalized while implementing the project
9	Clause No.1.1, Page No. 9	Scope	Marketing and Promotional activities for the Toll Barrier	We assume that the marketing and Promotion activity of Toll barrier will not be part of the Scope of System Integrator, Kindly clarify and confirm	Clarification: Marketing and Promotional activities for the Toll Barrier will not in the scope of the System Integrator
10	Clause No.1.1, Page No. 10	Scope	Should be capable to keep the image files provided by the Toll Barrier operators [i.e., AVC profile, Vehicle Image NETC for a period of one year.]	Average Monthly/Yearly numbers of transaction required for calculating the required memory of database for backup	Clarification: Approximately 3000 to 7000 transactions per day per barrier.

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11	Clause No.1.1, Page No. 10	Scope	Should manage the business rules relating to toll fare calculation and share the of exception list, Local exemption list (discount file list) with Toll Barrier	We assume that the toll fare calculation will not be part of SI scope and it may be come under the HPSEDC scope kindly clarify and confirm.	Clarification: Toll fare calculation will be shared by the department
12	Clause No.1.3.k), Page No. 12	Scope	SI shall maintain all Business rule configuration, return Journey, Monthly Pass, Fare Update.	For issuing Monthly pass please confirm the Numbers of POS work stations per toll barrier required.	Clarification: Manpower will be provided by the Toll Lessee, however, functionality in the software will be provided by the System Integrator
13	Clause no. 2.1, page no. 10	Technical	It will be responsibility of the SI to host the application as per the guidelines issued by MeITY	Do we have to host our applicaiton on HP state IT department server	Clarification: SI will host the application HP State Data Centre of Department Digital Technologies and Governance.
14	Clause no. 2.1, page no. 10	Technical	Taking Liability of any issue pertaining to Bank	If Bank is decided by Department then why SI have to take liability and if Bank will not respond properly to SI then who will take care of this	Clarification: Bank and SI will coordinate with each other as per the guidelines issued by NPCI/ IHMCL and other agencies from time to time
15	Clause no. 2.1, page no. 10	Technical	Reconciliation of each ETC Transaction with each Toll barrier and transfer the funds as per guidelines.	It should be the responsibility of Bank not SI	Clarification: The Bank will provide the data to SI and it will be the responsibility of the SI to provide the dashboard
16	Clause no. 2.1, page no. 10	Technical	Chargeback validation and processing – Confirmation of each Chargeback with Toll barrier	Charge back happens at Bank end, SI system is not linked to it	Clarification: Charge back happens at Bank end only

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17	Clause no. 2.2, Page: 11	Technical	FASTag system should be capable of running the system even if Bank server is down with the limit of 30 min	What will happen if NPCI system does down or site people will disconnect the internet	Clarification: As per the guidelines issued by NPCI/ IHMCL and other agencies from time to time
18	Clause no. 2.2, Page: 11	Technical	Multi zoning of cluster components to attain carrier neutrality of network infrastructure includes bandwidth, ISPs and IP Pools etc. xii. Service uptime should attain 99.99% availability	On what bases this will be evaluated	As per RFP
19	Clause no. 2.3, Page: 13	General	The SI shall ensure to complete the integration work with each toll barrier within 30 days from date of commencement instruction received.	Integrating with any new banks take average time of 2-3 weeks. Here SI may have to integrate with a new bank so timeline need to be revised.	Clarification: As per RFP (One bank shortlisted for the purpose by the State of HP)
20	Clause no. 2.9, Page: 17	General	As per specifications defined by Department, the SI should submit detail diagram, data flow information, security maintenance etc. End to End management of the solution should be covered by the SI	Do we have to give this while bidding or after getting the LOA	Clarification: This will be part of the Technical Proposal
21	Clause no. 2.9, Page: 17	General	The SI shall provide detailed specification of the infrastructure required to be installed at Toll Barrier implementation of the solution.	Do we have to give this while bidding or after getting the LOA	Clarification: This will be part of the Technical Proposal
22	Clause no. 2.11, Page: 18	Technical	Reports	We suggest Department to check the existing reports of the selected SI and then if anything else	Clarification: The Reports formats will be finalized

S. No	Ref to RFP (Clause, Page No.)	Category of Query (Technical/Legal/General/Others)	Original Clause of RFP	Clarification Sought	Clarification/Revision(s) may be read as
				is required so SI will build those report	while implementing the project
23	Clause no. 2.11, Page: 19	General	SI shall ensure to settle the amount for all accepted transactions where the liability of transaction with them in T+1 day. Any delay in settlement shall attract penalty as per SLA.	It has to be Bank responsibility because bank is taking care of financial transactions	Clarification: It will be responsibility of the Bank
24	Clause no. 3.1, Page: 20	Technical	The bidder should be positive net worth in last 3 years	After covid it was difficult for small companies so we suggest to give some relaxation in it	Clarification: The bidder should be positive net worth in last one years
25	Clause no. 5, Page: 36	General	40% of the total bid value shall be paid to the SI on successful Go Live of the application and remaining 60% shall be divided in 12 equal quarterly payments.	Need more clarity on it, Department need system with 3 yr comprehensive AMC. What will happen if hardware will be damaged because of ACT of God, Electricity failure, mishandling, water damage, damaged by staff or customer	Clarification: Hardware is not in the scope of SI, however, SI will be responsible for providing the specification of hardware required to implement the solution
26	Clause no. 5, Page: 36	General	All payments shall be made subject to adjustment of applicable damages	How this will be evaluated	Clarification: Not applicable for SI
27	Clause no. 6, Page: 36	General	The Service Levels and corresponding Default Charges for the System Integrator shall be as under:	These clauses are fine if SI is selecting the Bank, because SI can discuss these points with the Bank and select. Most of these points are for banking system. For example if Bank server is Down and Bank will not able to share black list vehicle data and SI allows any black listed vehicle to cover 30 min clause then what will happen?	Clarification: SI will be responsible for SLA pertaining to application part only.

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28			Format for Financial Proposal	No specific grade or data sheet or hardware is mentioned, it may lead to different type of hardware and grade as well	Clarification: SI will only suggest specification. SI will quote the per lane cost of the software solution.
			As per the RFP for the development of local server based system 3 months are required		Clarification: Application will be hosted at State Data Centre, however, SI to ensure smooth flow of traffic in case of any connectivity issue. SI to make arrangements accordingly.
	Clause no. 7.11, Page: 67	General	For the bidding kindly allow authorised distributors of the company to participate in the bidding process		As per RFP