

**Pre Bid replies of Tender No CE/SE(C-II)/EST/TRUCK-PARK-FASTAG/2023-24 dated 14.02-2024**

Clarification for Pre-bid queries raised by the firms in connection with the e-tender for “Appointment of Service provider for providing FASTag based parking fees collection system, including Supply, Installation and Maintenance of equipment (Software & Hardware) for ten (10) years period in the Truck Parking Terminal, (Customs House) at New Mangalore Port”

The Clarification shall constitute a part of the Tender document for all purpose and one (1) set should be uploaded duly signed and stamped on each page, along with the Tender document.

S. No.	Reference	Tender Clause	Bidder's Query	NMPA's Reply
1.	SECTION –I, Clause 2, Page 02 of 51	The New Mangalore Port Authority (NMPA), “The Authority” is thus desirous to invite tenders <b>from authorized Nationalised/Scheduled Banks/Authorised FASTag Service Providers in Single cover system for the work of “Providing FASTag based system for collection of Parking fees including installation and maintenance of equipment</b>	There is no Pre-Qualification Criteria mentioned except this clause. We request you to please mention the pre-qualification criteria as per CVC guidelines as below. <b>a.</b> Minimum one order of 80% of estimated value <b>b.</b> Minimum two orders of 60% of estimated value <b>c.</b> Minimum three similar orders of 40% of estimated values	<b>Please refer Corrigendum No 3.</b>  The word “ <b>Authorised FASTag Service Providers</b> ” shall be deleted from Section-I, Clause 2 of the Tender document and the Clause stands revised as follows :- “The New Mangalore Port Authority (NMPA) “The Authority” is thus desirous to invite tenders from <b>authorized Nationalised /Scheduled Banks</b> , who are authorized to supply, install and maintain FASTag based Parking Fees collection

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		<p><b>(software &amp; hardware) for ten (10) years period in the Truck Parking Terminal, situated opposite to customs house building at New Mangalore Port</b> ” as per the scope of work stipulated in the Tender document , through e-Tender process.</p>	<p>Note :- Similar works means, FASTag based Parking Management System in any Govt/PSU/ Pvt Organization in last 5 years with performance/completion certificate.</p>	<p>system <b>for collection of Parking fees including installation and maintenance of equipment (software &amp; hardware) for ten (10) years period in the Truck Parking Terminal, situated opposite to Customs house building at New Mangalore Port</b> ” as per the scope of work stipulated in the Tender document , through e-Tender process.</p>
2.	SECTION –I, Clause 3 (i) Page 02 & 03 of 51	<p>Supply, Install and maintain <b>Fastag based parking fee collection system .....</b>, so that during the operation of the Terminal at least one (1) Boom barrier at entry/exit gate is always available; in case the other breaks down.</p>	<p>We request you to please provide the minimum hardware BOM to be considered from bidder to be on same page in terms of input cost As per Scope authority may consider below BOM</p> <ul style="list-style-type: none"> <li>i. FASTag ID Readers- 4 Nos</li> <li>ii. Boom Barriers- 4 Nos</li> <li>iii. LED Displays at Lanes- 4 Nos</li> <li>iv. ANPR Cameras at Lanes- 4 Nos</li> <li>v. Hand Held RFID Readers- 2 Nos</li> </ul>	<p><b>Please refer Corrigendum No 3.</b> SECTION –I, Clause 3 (i) of the Tender document shall be amended by adding following lines to Clause 3(i), at its end. As per the Scope of work, the Service provider shall supply, install and maintain following minimum equipment :-</p> <ul style="list-style-type: none"> <li>i. FASTag ID Readers- 4 Nos</li> <li>ii. Boom Barriers- 4 Nos</li> <li>iii. LED Displays at Lanes- 4 Nos</li> <li>iv. ANPR Cameras at Lanes- 4 Nos</li> </ul>

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			<ul style="list-style-type: none"> <li>vi. Internet Connectivity- 60 months</li> <li>vii. Network Switches- As required</li> <li>viii. Signage &amp; Marketing Boards- As required</li> <li>ix. 6 Nos of CCTV Camera with NVR &amp; Storage- 1 Nos</li> <li>x. Any other items- As required</li> </ul>	<ul style="list-style-type: none"> <li>v. Hand Held RFID Readers- 2 Nos</li> <li>vi. Internet Connectivity- to be provided as required</li> <li>vii. Network Switches- As required</li> <li>viii. Signage &amp; Marketing Boards- As required</li> <li>ix. 6 Nos of CCTV Camera with NVR &amp; Storage- 1 Nos</li> <li>x. Any other items- As required.</li> </ul>
<b>3.</b>	SECTION –I Clause 4 (i) & (ii) Page 06 of 51	The FASTag system shall basically cover the following (indicative and non- exhaustive); <b>4(i)</b> Parking Management Systems (PMS) <b>4(ii)</b> Parking Guidance System (PGS)	With FASTag based parking management, Parking Guidance System (PGS) only limited to number of Parking slot available inside the yard based on the entry & exit of vehicles. Please clarify if Port expecting any additional parking guidance system.	By the terminology “Parking management system (PMS) & Parking Guidance System (PGS)”, NMPA expects the system to inform/display (i) The number of Parking slots occupied and (ii) The number of Parking slots available for Parking, in the Truck Parking Terminal, at any given point of time.
<b>4.</b>	SECTION –I Clause 4(v)	The FASTag system shall basically cover the following (indicative	Please define "Pay-on-foot Stations"	<b>Please refer Corrigendum No 3.</b>

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	Page 06 of 51	and non- exhaustive); <b>4(v)</b> . Pay-on-foot Stations		SECTION –I, Clause 4 of the Tender document shall be amended by deleting Clause 4(v) from it.
<b>5.</b>	SECTION –I Clause 4(vi) Page 06 of 51	The FASTag system shall basically cover the following (indicative and non- exhaustive); <b>4(vi)</b> . Manual exit stations	Is bidder is required to maintain the manual exit counters at the entry & exit points to collect the payment manually for non-FASTag vehicles? If yes, please confirm the manpower deployment is required in 2 shifts?	<b>Please refer Corrigendum No 3.</b> The Service provider is not required to maintain the manual exit counters at the entry & exit points to collect the payment manually for non-FASTag vehicles. Hence, SECTION –I, Clause 4 of the Tender document shall be amended by deleting Clause 4(vi) from it.
<b>6.</b>	SECTION –I Clause 3 & 4 Page 02 to 06 of 51	General	Is the Entry & Exit lanes are separated with divider/ barricades already? Please confirm and define if any civil development of gate lanes is under scope of bidder	The entry and exit lanes are not separated with divider/barricades. No civil work is included in the scope of subject Tender.
<b>7.</b>	SECTION –I Clause 3 & 4 Page 02 to 06 of 51	General	What is currently availability of network & Power at the entry & exit gates of parking yard?	<ul style="list-style-type: none"> <li>Power Supply is available at the South eastern corner of the Truck Parking Terminal. Power supply will be provided on chargeable basis for</li> </ul>

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				testing and commissioning of the installed facilities. • No Network connectivity is available at Truck Parking Terminal area. The Service provider shall make his own arrangements.
8.	SECTION – III, Clause 2 & 3.1 Page 32 of 51	2- This Contract shall come into force and effect <b>on the 15th (Fifteenth) day</b> from the date of letter of Acceptance. ..... as Employer/Authority may direct  3.1 The Service Provider has to complete the installation of FASTag based Parking Fee Collection system and the Surveillance Cameras within <b>Thirty (30) days</b> from the	The hardware lead time from OEMs itself will be 6-8 weeks. We request you to consider the installation of FASTag based Parking Fee Collection & the Surveillance Camera within Ninety (90) days from date of commencement of contract period.	<b>Tender condition prevails</b>

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		date of commencement of contract period, ...Contract Agreement.		
9.	DRAWINGS Page 51 of 51	Layout Plan	Request you to please provide the drawing of parking yard.	<b>Please refer Corrigendum No 3.</b> The drawing is enclosed as <b>Drawing No 2.</b>
10.	General	Not applicable	What is the estimated CAPEX value of the project? Kindly provide the value	The Capex value of the project has not been determined by Port.
11.	General	Not applicable	Do contractor need to deploy manpower for manual collection of parking charges in case of vehicle comes without FASTag or blacklisted FASTag?	The collection of parking charges manually is not in the scope of Service provider. Hence the service provider shall not deploy manpower for manual collection of Parking charges.
12.	SECTION –I Clause 3 (xi) Page 04 of 51	<b>3(xi)</b> No charges or commission shall be levied on the New Mangalore Port Authority for collection and transfer of amount.	For Fastag based Parking Fee collection, bank will charge the service fee on each transaction. Kindly confirm if the transaction charges will be in to Port Authority account.	Please refer Section-I, Clause 3 (xi) of the Tender document. The Clause stipulates that, no charges or commission shall be levied on NMPA for collection and transfer of amount.

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				Please refer Section-I, Clause 3 (vi) of the Tender document. The Clause has provisions for the Service provider's to makeup the "Service fee".
13.	PRICE BID	Price Bid.	Above bank fastag service cost is depended on the Daily collected amount. We request you to kindly provide us the traffic & daily or monthly revenue from parking charges.	The approximate Parking Capacity of the Truck Parking Terminal is 180 Nos of Trucks. However as informed under Section-II, Clause 7 of the Tender document, the Bidders are encouraged to visit the Project site and assess themselves any other information considered relevant by them for submission of Bid.
14.	SECTION -I, Clause 3(vii) Page 04 of 51	3 (vii) Any delay in remittance of funds collected ..... such demand by the Port Authority.	Delay in remittance is a possibility in force majeure scenarios like delays at NPCI in sending file, Delays due to any outage at Bank/Service providers end and other scenarios like public holidays etc. Evidence and prior intimation will be provided and service provider should not be penalised in that case	As per Clause 3(vi) allowance for delay beyond one (1) day in transferring the Parking fee from the non-operative e-remittance Bank account maintained by the Service Provider to Authority's principal Bank account; <b>due to holidays</b> has already been considered.

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				However, If the delay is on any other ground, the reasons submitted by the Service Provider for the delay will be examined by the Authority and if found satisfactory, the penal interest may be waived off with the approval of Chairperson, NMPA.
<b>15.</b>	SECTION –I, Clause 3(viii) Page 04 of 51	<b>3(viii)</b> The Service Provider shall not in any way dispute after the collections having been received and a “successful” transaction message is sent from the Service Provider or the BANK to the FA & CAO, New Mangalore Port Authority.	Disputes from customers can come on any transaction in which case, disputed transaction will be sent to authorities/FPR for decisioning. In case no decision is taken within 10 days of receipt of dispute the amount will be auto debited from settlement to port and credited to customer by NPCI. Authorities should appoint FPR to handle disputes if any	In this case, the disputed transaction shall be submitted to authority for decision and if no decision is taken by the Authority or any authorised officer nominated by the authority for deciding the matter (First Person Responsible) within fifteen (15) days of receipt of dispute, the amount shall be auto debited from settlement to Port and credited to customer by NPCI.
<b>16.</b>	SECTION –I, Clause 3(ix) Page 04 of 51	<b>3(ix)</b> After transfer of credit balance ... ..without consent of the New Mangalore Port Authority	Disputes from customers can come on any transaction in which case, disputed transaction will be sent to authorities/FPR for decisioning. In case no decision is taken	Refer SI No 15 above

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		.	within 10 days of receipt of dispute the amount will be auto debited from settlement to port and credited to customer by NPCI. Authorities should appoint FPR to handle disputes if any	
<b>17.</b>	SECTION –I, Clause 3(x) Page 04 of 51	<b>3 (x)</b> The New Mangalore Port Authority shall as and when found necessary, propose and forward a set of procedures or changes in the procedures..... ..... and the Service Provider shall comply with such changes, alterations or modifications forthwith	Any changes in course of the contract period will be considered as change of scope. Service provider is expected to develop and create the system once before commencement of work	Acceptable
<b>18.</b>	SECTION –I, Clause 3(xi) Page 04 of 51	<b>3(xi)</b> No charges or commission shall be levied on the New Mangalore Port Authority for collection and transfer of amount.	In case of cash collection the requisite charges for collection/submission of cash at nearby bank will be levied by cash collecting agency deployed by service provider. Please confirm	<b>Tender condition prevails</b>

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<b>19.</b>	SECTION –I, Clause 3(xvi) Page 04 of 51	<b>3(xvi) Surveillance cameras:-</b> The service provider Install minimum Six (6) nos, 2 MP Fixed IP surveillance cameras ...be as follows	Surveillance cameras is only used for security purpose. These cameras don't play any role in toll collection and needs to be separated from toll collection scope of work. A separate vendor needs to install these high mast surveillance cameras and the feed shared with port	<b>Tender condition prevails</b>
<b>20.</b>	SECTION –I, Clause 4 (i) & (ii) Page 06 of 51	The FASTag system shall basically cover the following (indicative and non- exhaustive); <b>4(i)</b> Parking Management Systems (PMS) <b>4(ii)</b> Parking Guidance System (PGS)	PMS/PGS will be manually handled by person on ground, no separate system is required for toll collection. ANPR is a separate technology, RFID is sufficient to handle toll collection. A separate app is not needed for Toll collection. Internet/Electricity will have to provided by port for functioning of this toll collection system. Integration with command centre is a good to have feature and will entail integration with port systems via APIs and needs to be handled separately	<ul style="list-style-type: none"> <li>● <b>Tender condition prevails</b></li> <li>● Power Supply will be provided to the Service Provider by the Port Authority on chargeable basis upto testing and commissioning of the installed facilities.</li> <li>● No Network connectivity is available at Truck Parking Terminal area. The Service provider shall make his own arrangements for internet.</li> </ul>

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<b>21.</b>	SECTION –I, Clause 3(ii) Page 03 of 51	<b>Warranty Period:</b> - The Warranty period for all equipment supplied by the Service provider shall be one (1) year.....	Any damage caused to the items installed at entry and exit points like boom barriers, CCTV etc. by external sources does not come under the scope of banking services, however any technical defaults of the said items will be rectified by SP/bank	Acceptable
<b>22.</b>	General	Not applicable	All civil works, supply of electricity, water, internet, upkeeping of the parking area or related areas does not fall under the scope of banking services	<ul style="list-style-type: none"> <li>• Civil works, Supply of electricity, water, internet, up keeping of the parking area or related areas is not in the scope of Service provider.</li> <li>• Power Supply is available at the South eastern corner of the Truck Parking Terminal. Power and water supply will be provided to the Service Provider by the Port Authority on chargeable basis upto testing and commissioning of the installed facilities.</li> <li>• No Network connectivity is available at Truck Parking Terminal area. The</li> </ul>

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				Service provider shall make his own arrangements for internet.
<b>23.</b>	SECTION –I, Clause 3(xi) Page 04 of 51	<b>3(xi)</b> No charges or commission shall be levied on the New Mangalore Port Authority for collection and transfer of amount.	The amount credited into the bank account would be net off all charges, which will be transferred to the main account.	The funds accumulated in NMPA's non-operative e-remittance account, maintained by Service Provider's Bank, shall be transferred to Principal bank account of NMPA after deducting applicable charges as per guidelines issued by IHMCL or any Regulatory Body from time to time.

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