



**Uttar Pradesh Expressways Industrial Development  
Authority**

**e-Tender**

**For**

**Provision of Digital / Mobile Wallet Based Toll  
Payment Facilities on Agra – Lucknow Expressway**

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## **RFP for Inviting Proposals from Eligible Institutions for Provision of Digital / Mobile Wallet Based Toll Payment Facilities on Agra – Lucknow Expressway**

Requests for Proposals are invited from select reputed Institutions in India for assisting UPEIDA in provision of Digital / Mobile Wallet Based Toll Payment Facilities at various toll collection points across the entire stretch of Agra – Lucknow Expressway.

### **1. Background:-**

Uttar Pradesh Expressways Industrial Development Authority (UPEIDA) has been set up as a statutory entity of Government of Uttar Pradesh in 2007 under the Uttar Pradesh Industrial Area Development Act, 1976. UPEIDA has been assigned by the Government of Uttar Pradesh to work as the nodal agency for construction of Expressway Projects in the State of Uttar Pradesh. The Agra to Lucknow Access-Controlled (Greenfield) Expressway Project undertaken by UPEIDA is completed and is open for public vehicular traffic. This Expressway is a critical high-speed road link between the State Capital and western part of Uttar Pradesh upto Agra and it provides a seamless, short and faster connectivity to National Capital City Region (NCR) and upto Delhi in conjunction with the Yamuna Expressway that is already in operation from Agra to New Delhi; on the other hand this Expressway shall also be connecting the eastern part of Uttar Pradesh through the Purvanchal Expressway Project being undertaken by UPEIDA separately, covering nine districts of Uttar Pradesh and providing onward seamless connectivity to various districts of Bihar and West Bengal upto Kolkata through other National Highways. Various townships and agricultural / industrial hubs, logistic parks and various other facilities are also planned for being created alongside the expressway as also in its hinterland by the Government of Uttar Pradesh. Thus, the Agra to Lucknow Access-Controlled (Greenfield) Expressway Project will attract a substantial quantum of road traffic in various directions. The complete stretch of the Expressway is 302 kms. The toll is being levied on usage of this Expressway under the provisions of The Uttar Pradesh Expressway (Levy of Tolls and Fixing of Fees and Realisation Thereof) Rules 2010 as amended up-to-date with the Fourth Amendment thereof notified on 15 December 2017.

**1.1** Being the Access-Controlled Expressway, GoUP has decided to institute the toll collection at the specified rates on Agra to Lucknow Access Controlled (Green Field) Expressway. Apart from the facility of paying the toll amount by way of tendering cash on the collection counters and adopting cashless payment systems / digital payment mode through swiping of Credit / Debit Cards and Fast-Tags, it has been decided to provide the commuters with the option of paying the toll by way of using the Digital / Mobile Wallet Systems also on the Toll Plazas / Booths. This will call for, inter alia, the integration of Digital / Mobile Wallet Technologies with the existing technologies adopted by UPEIDA relating to the toll collection and its accounting.

**1.2** There are two Main Toll Plazas and 15 Ramp Plazas (in all 17 locations) across the Expressway. In all 152 Toll Booths would be installed at these locations along the whole stretch of Agra – Lucknow Expressway. However, 106 toll booths shall be initiated now and

rest 46 toll booths will come up in a phased manner. The toll payment facilities of Digital / Mobile Wallet shall be provided at all these toll booths.

1.3. It has been decided to invite Request for Proposals through e-tendering from eligible institutions who are engaged with provision of Digital / Mobile Wallet based Payment Systems in India.

2.0 The Terms of Reference, Payment Terms, Period of Proposal Submission etc. shall be as follows:

**2.1 Terms of Reference(TOR):**

The proposal may contain detailed write-up on the following aspects:-

i. Provision of Point of Presence of Digital / Mobile Wallet at each of the Points of Toll Collection along the Agra – Lucknow Expressway.

ii. Provision of Technology for Digital / Mobile Wallet suitable for Toll Collection on real-time basis and its maintenance in an uninterrupted manner through a live portal.

iii. Integration of above mentioned Technology for Digital / Mobile Wallet with the existing arrangements for Toll Collection so as to have transfer of money from the Wallet to an account maintained for this purpose and, further, getting it credited to UPEIDA's bank account in a minimum timeframe.

iv. Generation of a printed money-receipt from the existing toll collection system to be provided to the commuter paying toll through the digital / mobile wallet just like the one being provided to the commuters paying toll in cash.

v. Computer-based accounting of all toll collection through each of the digital / mobile wallet transaction on day-to-day basis as also on periodical basis, Generation of Periodical Reports, Accounts Reconciliation, Periodical Internal Audit and other related aspects.

vi. Various Legal Aspects & Compliances relating to the above points, if any.

vii. Display of promotional material, symbols, names etc on the toll collection locations relating to the facility under reference.

**2.2 Payment Terms :-**

Details of initial and periodical costs to be incurred by UPEIDA, if any, as also the Discount Rate chargeable by the applicant institutions, may please be indicated in the proposal.

**2.3 Time schedule :-**

The Proposals may be submitted by the interested institutions to UPEIDA within a period of 07 days from the date of publication of this Request for Proposal on the e-Tender website of Government of Uttar Pradesh namely <http://etender.up.nic.in>

**2.4 Key Personnel**

The details of Key Personnel required to be associated by the Applicant Institution for being contacted by UPEIDA for the above assignment may be indicated in the proposal.

**2.5 Pre-Qualification Criteria:-**

i. The aspiring institutions should have pan-India operations.

- ii. The aspiring institutions should have experience of at-least 01 year in facilitating toll payment systems under reference on at-least one Highway / Expressway in India of total length of minimum 100 Kms, subject to satisfaction of UPEIDA.
- iii. It must have a well-qualified team of officials to actually work on this Project who should be experienced for doing all that is needed for the proposed work.
- iv. Proposals submitted by a consortium of institutions with a clear and specific understanding amongst their constituents are also acceptable provided that UPEIDA shall not be dealing with or responsible for individual institutions of the consortium on any issue pertaining to the operations on this Project.
- v. Details of actual work done by the aspiring institutions relating to the type of works envisaged herein may be given with due supporting documents.

**It may please be noted that the e-Envelopes for ‘Financial Proposals’ of only those applicants who meet the Pre-Qualification Criteria, shall be opened and evaluated.**

## **2.6 Proposal Submission:-**

- i. The proposal should be submitted by interested institutions in two parts:-
  - a) Technical Proposal (e-Envelope –I)
  - b) Financial Proposal (e-Envelope –II)
- ii. While the “Technical Proposal” may define various technical aspects of the proposed assignment, the “Financial Proposal” may spell out various financial aspects of the work under reference.
- iii. These “Technical” and “Financial” Proposals should be submitted in separate e-Envelopes superscripted with “**Technical Proposal**” or “**Financial Proposal**”, as the case may be, along-with the nomenclature of the assignment viz. “**Provision of Digital / Mobile Wallet Based Toll Payment Facilities on Agra – Lucknow Expressway**” on the top of the e-Envelopes.
- iv. “Financial Proposal” e-Envelope should include a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**” clearly super-scribed in bold letters on the top left hand corner of the envelope.
- v. The “Technical Proposal” should be prepared considering the objectives, scope, approach and methodology, deliverables etc broadly conforming to the requirements mentioned in this document and must include a brief description about the Applicant Institution, Work Experience, details of various works / actual experience relating to Digital / Mobile Wallet Systems and turnover level thereunder for last three years, scope understanding by the Applicant Institution, proposed approach and methodology for the purpose and any other relevant details. If necessary, the Bid Evaluation and Selection Committee may ask for a detailed presentation on Technical Proposal before the Committee by the respective bidders at their own cost. No specific format has been prescribed for the “Technical Proposal”. Hence the bidders may prepare their write-up in PDF format and load it appropriately on to the e-Tender Portal.
- vi. The “Financial Proposal” may indicate the consolidated amount of various fees / discounts, as the case may be, chargeable by the Applicant Institution at different stages of the process of work under the Project as also the terms and conditions that the Applicant Institution would like to propose. The Financial Proposal shall take into account all financial obligations upon UPEIDA and tax liabilities including GST as may be applicable. The legal documents to be executed by UPEIDA in

regard to this work may also be indicated in the proposal. The “Financial Proposal” may be summed up in the format given in Appendix-I hereto and uploaded as a part of e-Bid Document also. Additional details, if any, regarding the “Financial Proposal” in PDF format may be uploaded appropriately on to the e-Tender Portal.

- vii. e-Bid (Technical and Financial) must be submitted by the Applicant Institutions at e-Procurement website <http://etender.up.nic.in> not later than the prescribed date and time. **In addition, both the “Technical Proposal” and the “Financial Proposal” in physical format, duly signed in original by the competent authority of the Applicant Institution, may be submitted in separate envelopes superscripted as indicated earlier in para iii. And para iv. above, by the last date indicated for the purpose ie. 07 days from the date of publication of this Request for Proposal on the e-Tender website of Government of Uttar Pradesh, at the address as follows:-**

**The Chief Executive Officer  
Uttar Pradesh Expressways Industrial Development Authority  
C13, Second Floor,  
Paryatan Bhawan,  
Vipin Khand, Gomti Nagar,  
Lucknow 226010**

## **2.7 e-Bid requirements:**

*The Bid Submission module of e-Procurement website <http://etender.up.nic.in> enables the bidders to submit the e-Bid online in response to this e-bid published by the Authority. Bid Submission can be done only from the Bid Submission start-date and time till the Bid Submission end-date and time given in the e-bid. Bidders should start the Bid Submission process well in advance so that they can submit their e-Bid in time. The bidders should submit their e-Bid considering the server time displayed in the e-Procurement website. This server time is the time by which the e-Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-bid schedule. Once the e-Bid submission date and time is over, the bidders cannot submit their e-Bid. For delay in submission of e-Bid due to any reasons, the bidders shall only be held responsible.*

*The bidders have to follow the following instructions for submission of their e-Bid:*

- i) For participating in e-Bid through the e-bidding system, it is necessary for the bidders, to be the registered users of the e-Procurement website <http://etender.up.nic.in>. The bidders must obtain a User Login Id and Password by registering themselves if they have not done so previously for registration.*
- ii) In addition to the normal registration, the bidder has to register with his/her **Digital Signature Certificate (DSC)** in the e-bidding system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the Digital Signature Certificate (DSC) is a one-time activity. Before proceeding to register his/her DSC, the bidder should first log on to the e-bidding system using the User Login option on the home page with the Login Id and Password with which the institution has registered.*

*For successful registration of DSC on e-Procurement website <http://etender.up.nic.in> the bidder must ensure that they possess Class-2/ Class-3 DSC issued by any certifying authorities approved by Controller of Certifying Authorities, Government of India, as the e-Procurement*

website <http://etender.up.nic.in> is presently accepting DSCs issued by these authorities only. The bidder can obtain User Login Id and perform DSC registration exercise, even before e-Bid submission date starts. The Authority shall not be held responsible if the bidder tries to submit his/her e-Bid at the last moment before end date of submission but could not submit due to DSC registration problem.

- iii) The bidder can search for active bids through "Search Active bids" link, select a bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the e-Bid Submission menu. After selecting and viewing the bid, for which the bidder intends to e-Bid, from "My Bids" folder, the bidder can place his/her e-Bid by clicking "Pay Offline" option available at the end of the view bid details form. Before this, the bidder should download the e-bid document and Financial Quote format and study them carefully. The bidder should keep all the documents ready as per the requirements of e-bid document in the PDF format except the Financial Quote which should be in the XLS format (Excel sheet) conforming to the format given in Appendix-I hereto.
- iv) Next the bidder should upload the Technical e-Bid documents. Before uploading, the bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the bidder should click "Browse" button against each document label in Technical and Financial schedules/packets and then upload the relevant PDF/XLS files already prepared and stored in the bidder's computer.
- v) The bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the e-Bid documents are digitally signed using the DSC of the bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-Bid documents are protected, stored and opened by concerned bid openers only.
- vi) After successful submission of e-Bid document, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The bidder can take a printout of the bid summary using the "Print" option available in the window as an acknowledgement for future reference.
- vii) The Authority reserves the right to cancel any or all e-Bids without assigning any reason.

## **2.8 Last Date for Submission:-**

The last date for submission of the RFP in e-bid mode as also for physical format, as indicated above, is 07 days from the date of publication of this Request for Proposal on the e-Tender website of Government of Uttar Pradesh. The RFP should also be submitted in hard copy format in the sealed cover(s) as mentioned earlier which should reach physically in the office of the Chief Executive Officer of UPEIDA before 17:00 hrs local time on that date at the address mentioned earlier. The Authority may, at its discretion, extend this deadline for submission of e-Bid by amending the e-Bid document, in which case all rights and obligations of the Authority and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

## **2.9 Late e-Bid:-**

The server time indicated in the Bid Management window on the e-Procurement website <http://etender.up.nic.in> will be the time by which the e-Bid submission activity will be allowed till the permissible date and time scheduled in the e-bid. Once the e-Bid submission date and time is over, the bidder cannot submit his/her e-Bid. Bidder has to start the Bid Submission well in advance so that the submission process passes off smoothly. The bidder will only be held responsible if his/her e-Bid is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during e-Bid submission process.

### **3.0 Evaluation of bids of RFP and Final Selection:-**

**3.1** The evaluation of all proposals submitted through e-Tender on prescribed e-Tender Portal within the prescribed date as mentioned above and final selection of the Agency for this purpose shall be undertaken by a Committee constituted by the Competent Authority for this purpose on the basis of appropriate scoring of Technical and Financial Proposals on the basis of criteria prescribed in the Government of Uttar Pradesh for evaluation of bids for similar other projects. If necessary, the Bid Evaluation and Selection Committee may ask for a detailed presentation on Technical Proposal to be made before the Committee by the respective bidders at their own cost. The decision of the Selection Committee regarding the final selection of the bidder institution shall be communicated by UPEIDA to the respective bidder in writing.

### **3.2 Criteria for Evaluation:-**

**3.2.1** First the e-Envelope -1 on "Technical Proposal" of all the proposals received till due date/time shall be opened by the Committee constituted for this purpose, and the e-Envelope -2 on "Financial Proposal" of only those proposals who have been found having requisite Pre-Qualifications as per para 2.5 above, shall be opened on the date to be informed after the opening of "Technical Proposal" and the bidder quoting the lowest financial charges in his "Financial Proposal" shall be considered for award of the assignment. The date of opening of Financial Proposal shall be informed to all concerned.

### **3.2.2 Evaluation of "Technical Proposal":-**

In the first stage, the "Technical Proposal" will be evaluated on the basis of brief description about the Applicant Institution, Work Experience, details of various works / actual experience relating to Digital / Mobile Wallet Systems and turnover level thereunder for last three years, scope understanding by the Applicant Institution, proposed approach and methodology for the purpose and any other relevant details. Only those Applicants whose Technical Proposals score 70 marks out of 100 shall be considered as qualifying for further consideration. All such Applicants shall be treated at par for second stage (Financial Evaluation) of Evaluation. A list of such short-listed (qualified) Applicants shall be prepared and all concerned shall be informed appropriately by UPEIDA.

**3.2.3** The Scoring Criteria to be used for Technical Evaluation shall be as follows:-



S No.	Heading	Description	Maximum Marks
1	Relevant Experience	<p>Experience in provision of Digital / Mobile Wallet Based Toll Payment Facilities on Highways / Expressways</p> <p>a. Length of Highway(s) / Expressway(s) on which services are provided = 10 marks for upto 50 Km and 1 mark for every additional 10 Kms subject to maximum of 25 marks</p> <p>b. No of Highways / Expressways on which services are provided = 05 marks for one Highways / Expressways and 05 marks for subsequent each Highways / Expressways subject to maximum of 15 marks</p> <p>c. No of years of experience for the services under reference = 02 marks for each completed year of service with the maximum score being 10</p>	<p>25</p> <p>15</p> <p>10</p>
2	Adequacy of Technology, Approach and Work Plan	<p>a. Appropriateness and Adequacy of the Technology</p> <p>b. Technical Approach,</p> <p>c. Work Plan and</p> <p>d. Project Management</p> <p>05 marks for each of the above</p>	20
3	Average Annual Turn Over of the Applicant	Average Annual Turn Over of the Applicant in the segment of provision of the services under reference such that there will be 01 mark for every Rs 10 crore subject to maximum of 20 marks	20
4	Total Network of the Applicant Institution	Total overall Network of the Applicant Institution will be evaluated such that for each complete Rs 10 crore Network there will be 01 mark subject to maximum of 10 marks (No rounding off to be done)	10
5	Total		100

If necessary, the Bid Evaluation and Selection Committee may ask for a detailed presentation on Technical Proposal before the Committee by the respective bidders at their own cost.

**3.2.4** The Eligibility evaluation as above in case of the Consortium shall be done on the basis of combined strength of partners. The Lead Partner shall be designated and informed to UPEIDA by the Consortium in their bid application itself who shall present the

Consortium and enter into various agreements as may be required for and on behalf of the Consortium.

### **3.2.5 Evaluation of Financial Proposal:-**

In the second stage, the financial evaluation of only the short-listed (qualified) Applicants as above, shall be carried out to identify the L-1.

### **4. Award of Assignment:**

After selection, a Letter of Award (the "LOA") shall be issued, in duplicate, by the Authority to the Selected Applicant and the Selected Applicant shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Applicant is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, forfeit the claim of such Applicant, and the next eligible Applicant may be considered.

### **5. Execution of Agreement**

After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute an Agreement with UPEIDA within the period of 05 (Five) days from the date of issuance of LOA. If the Selected Applicant fails to sign the Agreement, the Authority may invite the Second Lowest Applicant for negotiations and may issue LOA to him.

### **6. Commencement of Assignment**

The Selected Applicant shall be required to commence the services under reference within seven days from the date of signing of the Agreement.

**Note:-** It may be noted by all concerned that UPEIDA reserves the right to accept or reject any or all proposals without assigning any reason and without any responsibility of payment of any damages whatsoever to any person or entity on this account.

**Awanish Kumar Awasthi, IAS**

Chief Executive Officer,  
UPEIDA, Lucknow

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