



**MUNICIPAL CORPORATION OF DELHI**  
**OFFICE OF THE DY. COMMISSIONER**  
**REMUNRATIVE PROJECT CELL**  
(25<sup>TH</sup> Floor), Civic Centre, New Delhi-110002

No. AC/RPC/MCD/2023/D-2033

DATE: 13-11-2023

**Sub:- Clarification of queries raised in Pre-bid meeting dated 18.10.2023 regarding NIT No. 1729 dt. 11.10.2023**

Pre-bid meeting regarding the above said subject was held on 18.10.2023 at the Conference Hall, 20<sup>th</sup> Floor, Civic Centre, Delhi which was attended by 14 prospective bidders. The queries raised by the prospective bidders and their replies are as under:

**1. Queries raised by Park + (Inderpreet Singh Jagdeva).**

S.No	Page no	Clause No	Original Clause	Park+ Suggestions	Replies
1	Page no 49	6	The project is proposed to be given to the bidder for <b>Collection (Parking Changes), Operation and Management of MCD owned Public Parking Spaces</b> for a period of 3 (three) Years with further extension of 2 (two) Years on mutually agreed terms and condition, from the date of satisfaction of the conditions of precedent as per the concession/license agreement. MCD shall have the right, subject to Applicable Laws and provision of this Agreement to extend the Concession/license Period for a term as mutually decided by the Parties by issuing a notice to the Concessionaire by no later than [6 (six)] months prior to the date of expiry of the Concession/license Period.	We kindly request an extension of the tenure for this project. Given the significant investment required to develop a smart parking system, we recommend extending the tenure by 7 years, with the provision for an additional 3-year extension	As per RFP
2	Page no 10	4.3.2	To procure and install infrastructure such as NETC RFID Reader, Automatic Vehicle Classification (AVC), Weight in Motion (WIM), Cameras, System antennas, lane controller and other associated hardware for the designated parking spaces and to provide parking information displays at entry point of parking site.	We seek clarification regarding the requirement for Automatic Vehicle Classification and Weight in Motion systems in the smart parking setup. Since these components are primarily used in the toll business to enforce rules on cargo trucks, which isn't typically applicable to parking areas, we recommend reconsidering this clause. It might be	The requirement for Automatic Vehicle Classification and Weight in Motion systems is dispensed with. However, as part of smart parking eco-system, the concessionaire will be responsible for installation of Automatic Number Plate Recognition (ANPR) technology. Every vehicle entering the parking will be captured through both

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				<p>beneficial to remove this requirement from the tender.</p> <p>Additionally, we propose the adoption of Automatic Number Plate Recognition (ANPR) technology for its numerous advantages, including:</p> <ol style="list-style-type: none"> <li>1. Improved accuracy in identifying vehicles.</li> <li>2. Streamlined entry and exit processes for users.</li> <li>3. Enhanced security and monitoring capabilities.</li> </ol>	<p>FASTag as well as ANPR. The two wheelers not carrying FASTag will nonetheless covered by ANPR.</p>
3	Page no 10	4.3.2	"Lane Controller"	<p>Based on discussions during the pre-bid meeting, the interpretation of "lane controller" implies that the concessionaire should have the capability to disseminate real-time parking slot information through the mobile application or LED variable displays. Therefore, we suggest that the term "lane controller" be clearly defined to avoid any ambiguity.</p>	<p>"Lane controller" here implies that the concessionaire shall provide the facility of guidance system to direct drivers to available parking slots through LED signages and through mobile app. There shall be dissemination of real-time parking slot information through the mobile application as well as LED variable displays at the entrance of the parking.</p>
4	Page no 19	6.3	Technical Eligibility ( A , B, C )	<p>We recommend that the work order be considered cumulatively for both consortium partners. This approach would ensure efficient collaboration and a unified project delivery.</p>	<p>Accepted.</p>
5	Page no 10	4	Scope Of Work	<p>To facilitate smooth entry and exit for 2-wheelers, we propose developing a dedicated Lane with adjacent to 4W lane with the width of 2.5 mtrs. These vehicles could be efficiently managed through a Point of Sale (POS) device, optimizing the user experience.</p>	<p>The proposal for developing a dedicated Lane with adjacent to 4W lane with the width of 2.5 mtrs. is accepted. However, the parking charges will be levied and paid through digital mode like UPI/NCMC/QR Code/Mobile wallet.</p>

## 2. Queries raised by Praveen Gupta (M G Infra Solutions).

S.No	Queries	Replies
1	<b>Contract Tenure:</b> As well know that converting normal parking into Fastag based	As per RFP

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	smart parking required hug investment. To recover our investment from this project we need a longer contract period as other government authorities are offering. Therefore, please increase the contract period from 3 + 2 years to at least 7 + 3 years. For reference I am attaching Noida Authority smart parking tender and Ujjain Smart City Parking.																												
2	Please allow 2/3 consortium member (As per clause 6.1.4 at page 17)	<ul style="list-style-type: none"> <li>Allowed (maximum consortium members allowed shall be <b>three members</b>)</li> <li>One consortium member shall be participant of NETC (National electronic Toll Collection)</li> </ul>																											
3	<p>Requested to explain the word enforcement activities in clause 4.5.1 at page no- 11 of REF.</p> <p><b>Enforcement:-</b> Almost all the local bodies adding enforcement conditions in Smart Parking tender. Kindly add enforcement right condition in this RFP to make this RFP more effective. The enforcement condition i am suggesting are: <b>"No-Parking area" around the designated parking lots will be demarcated in consultation with the DMC. The selected agency shall deploy intelligent Tow Truck (as per requirement) for towing of illegally parked vehicles, in the demarcated " No-Parking area" . The selected Agency will tow such illegally parked vehicles or other vehicle as notified by the traffic police or concerned authorities to the nearby parking space designated under the contract. The towing charges for each vehicle will be levied by the selected agency as per prevailing notified rates. If the unauthorized parked vehicle is not in a position to be towed away, the selected agency will arrange to put jammers in the wheels of the vehicle and release vehicle and</b></p>	<p><b>Parking Enforcement/Towing/Lock</b></p> <p>The Concessionaire shall deploy Intelligent Tow Truck for removal and storage of illegally parked vehicles within vicinity of the parking site and shall be accompanied by MCD/Delhi Traffic police personnel. The Concessionaire will tow/remove vehicles parked in an unauthorized manner to the nearby parking space/ Municipal Store which is less utilized or at space designated for this purpose by MCD from time to time. MCD will charge removal and storage charges as prescribed by MCD from the owner of the vehicle. The removal and storage charges for each vehicle will be handed over to the Concessionaire @50% of total collection on this account. The removal and storage charge will be as per rates prescribed vide Central Licensing and Enforcement Cell Circular No. AO(CL&amp;EC)/MCD/2023/D-260 dated 19<sup>th</sup> July, 2023. The removal and storage charges of vehicles shall be as follows which can be amended from time to time and will be applicable accordingly:</p> <table border="1"> <thead> <tr> <th colspan="3">REMOVAL CHARGES</th></tr> <tr> <th>Sl. No</th><th>Load</th><th>Charges</th></tr> </thead> <tbody> <tr> <td>1.</td><td>For load upto 40 kgs</td><td>Rs. 300/-</td></tr> <tr> <td>2.</td><td>For load upto one Qtl</td><td>Rs. 800/-</td></tr> <tr> <td>3.</td><td>For load above one Qtl and upto five Qtl</td><td>Rs. 1000/-</td></tr> <tr> <td>4.</td><td>For load above five Qtl</td><td>Rs. 2000/-</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="3">STORAGE CHARGES</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Upto one Qtl or less for 24 hours (per day)</td><td>Rs. 100/-</td></tr> <tr> <td>2.</td><td>Charges per Qtl per day</td><td>Rs. 200/-</td></tr> </tbody> </table> <p>The rate card of removal and storage charges will be displayed prominently on all such parking sites by the concessionaire. No vehicle will be towed/ locked if it is parked in parking zone.</p>	REMOVAL CHARGES			Sl. No	Load	Charges	1.	For load upto 40 kgs	Rs. 300/-	2.	For load upto one Qtl	Rs. 800/-	3.	For load above one Qtl and upto five Qtl	Rs. 1000/-	4.	For load above five Qtl	Rs. 2000/-	STORAGE CHARGES			1.	Upto one Qtl or less for 24 hours (per day)	Rs. 100/-	2.	Charges per Qtl per day	Rs. 200/-
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release vehicle after taking lock charges. Necessary information regarding towed vehicles will be updated on the mobile app, web portal, display units etc immediately. Additionally, information regarding details of towed vehicles shall be available to users through a dedicated helpline number. The dedicated helpline will be operated by the selected agency."

If the unauthorized parked vehicle is not in a position to be towed/ removed away, the Concessionaire will arrange to put jammers in the wheels of the vehicle, so that MCD/Delhi police personnel are able to fine the vehicle.

Necessary information regarding towed/removed vehicles will be updated on the MCD app and web portal immediately. Information in this regard shall be prominently displayed by the Concessionaire in no parking zones near the parking site including the LED panel installed for information of parking slots available. Additionally, information regarding details of towed/removed vehicles shall be available to users through a dedicated helpline number. The dedicated helpline will be operated by the concessionaire.

The concessionaire will also make announcement regarding removal/fine on unauthorized parked vehicles from the surrounding of their parking sites.

The concessionaire shall take necessary precautions while removing/Lock of vehicle with regards to safety of the vehicle. Any damage caused to vehicle during towing/Lock will be the sole liability of Concessionaire. The concessionaire shall indemnify the Corporation for any loss, damage caused to it on account of removal/lock.

The Concessionaire shall display live feed of video recording of cameras on crane on the web portal and also to Delhi Traffic police as well as MCD App on demand basis. GPS is to be installed on each such tow truck and the online GPS information of the tow truck shall be available on MCD web portal, traffic police and MCD App. Information of all clamped and towed away vehicle shall be uploaded on the app and web portal immediately.

Failure to upload the details of removed/locked vehicle on the website and MCD App immediately shall make the concessionaire liable to a fine of Rs. 5,000/- for each delay/missing entry.

Joint action with Delhi Traffic Police for impounding/removal of unauthorized/illegally parked vehicles on the street/roads/govt. land is also allowed to be done for smooth flow of traffic.

The so removed vehicle will be taken on Multilevel/surface parking site. The parking contractor will be eligible for parking charges for the period when the vehicle was parked in their parking lot as per existing rates of parking and the same will be adjusted in the monthly license fee of the contractor on production of bill duly verified from in charge of such operations.

No charges will be shared with the concessionaire for the vehicles put in jammer or towed by MCD/Delhi Police.

#### **Intelligent Tow truck:**

1. Consists of new chassis fitted with CNG and power steering. The truck must meet emission control norms as specified by RTO from time to time.
2. Shall have the following facilities in addition to the towing assembly:
  - a. Manual lifting system with chain pulley mounted on a MS framework for lifting 2 wheelers CCTV system



		<p>with 1 number camera near the towing point and 1 number camera at the top of the driver cabin connected to DVR and colour monitor mounted in the drivers cabin with 30 days storage PA system with a microphone and amplifier and horn speaker mounted externally.</p> <p>b. Tow truck should be GPS enabled and can be monitored live from central control centre.</p> <p>c. Seating for helpers with storage for tools and tackles.</p> <p>d. Shall be mounted with beacon and multi-toned siren.</p> <p>e. Power system with battery backup to meet the power requirement of all the devices and equipment as per specifications.</p> <p>f. It should be aesthetically designed and must incorporate appropriate branding with approvals.</p> <p>g. Height of the truck and crane of at least two out of six tow-trucks, shall not be more than 2.40 meter for access to indoor parking areas.</p> <p>h. Shall have the capability to tow high value vehicles without any damage.</p> <p>i. Any damage to the vehicle will be the responsibility of the Concessionaire.</p> <p>j. At least two tow-trucks shall have the capability to tow SUVs.</p> <p>k. Shall have the capability to tow vehicles from any direction (from front, back, side or at any angle).</p>
4	<p>Cash Transactions:- As per our experience in fastag based parking system not all transactions can be done by fastag due to low balance in fastag, blacklisted fastag and sometimes server issue of receiving bank and not all passengers are ready to pay through UPI and other digital method. Therefore, please allow at least 40% of transactions in the form of cash/UPI/NCMC/etc. Other than fastag.</p>	<p>In this regard, 20% of the transaction will be allowed in the form of UPI/NCMC/e-wallet, etc. However, the proof of low balance/ blacklisted fastag/server issue will be saved by the concessionaire and will have to furnish to MCD whenever asked for. NO CASH TRANSACTION IS ALLOWED.</p>

### 3. Queries raised by IDFC First Bank.

S.No	Queries	Replies
1.	Asked about the 1.3% of MDR Cuts/ PMF Charges, that who will bear these charges.	The same will be borne by the Concessionaire/ Contractor.

### 4. Queries raised by Sahakar Global Ltd:

S.No	Clause	Queries	Suggestions	Replies
1	6.1 Manda tory Eligibi lity (page-	The prospective bidder (any member in case of consortium) shall be a participant of	<p>If any bidder who has operated the projects of National Electronic Toll Collection is also eligible.</p> <p>In regards to the empanelled banks of NETC/IHMCL, will the</p>	The letter of empanelled bank must unequivocally state that they are party along with the bidder in the instant tender.

	17)	National Electronic Toll Collection (NETC) such as NETC/IHMCL empanelled banks.	authority accept the letter/undertaking from the bank that the said bank is a empanelled bank of NETC/IHMCL.	
2	6.2.3 Page-18	The prospective bidder should be in SMART PARKING business at least for the last three financial years i.e. for FY 2020-21, FY 2021-22, and FY 2022-23	<p>SMART PARKING business has been recently evolved. Therefore, there may be hardly some experienced bidder in Smart Parking.</p> <p>To Create healthy competition, we request you to delete the said criteria as" The prospective bidder should be in SMART PARKING business at least for the last three financial years in any of the last five financial years ending March 2023".</p>	Accepted. The relevant clause may accordingly be read as "The prospective bidder should be in SMART PARKING business for at least three years in any of the last five financial years ending March 2023."
3.			There are numerous locations of parking in both the clusters. Hence to access the revenue of three years and considering the festival season, we request the authority to extend the bid submission date by 2 weeks.	As per RFP

#### 5. Queries Raised by Hindustan Trading Company:

Sl.No	Queries	Replies
1	That, the cluster scheme/policy not appropriate and will lead to a Heavy loss of revenue to MCD.	This RFP is an open tender which means anyone eligible can bid and participate. The concerns flagged are not tangible and borders on speculation and imagination.
2	That pooling will be done by big parking contractors, resulting in fewer bids in cluster and a consequent loss of revenue for MCD.	
3	That, this practice will also eliminate a lot of medium and small contractors, leading to less healthy competition in the bid amount and thus a further loss of revenue to MCD.	
4	That, it will also create unemployment among small and medium contractors, which goes against the Delhi Govt. policy. Not that MCD is governed by the AAP AADMI PARTY policies as may be this scheme is not passed by House.	
5	That, it not understood how this policy has been framed without consulting the existing contractors who have been associated with MCD for several years without any noise or other to the MCD.	
6	That, the wrong siding has been chosen; it should be on the same side/same area. For example, if it is from Shahdara Zone then it should be from Shahdara Zone or from Rohini Zone then it should be from Rohini Zone and not from other zones as it will be difficult to control the sites when they are far away from each other.	

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7	If MCD is unable to get good offers for some weak site, then clusters should be formed by combining those sites into small cluster number like 2/3 instead of 10/11 big numbers	
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The above replies shall be the part of the RFP and the rest of the terms and conditions shall remain same.

This issues with the approval of Competent Authority.



**Assistant Commissioner**  
**R.P.Cell/MCD**  
Assistant Commissioner  
Ramunorative Project Cell, MCD

**To**  
**All concerned**

Copy for kind information to:-

1. Addl. Commissioner, RP Cell, MCD
2. DC, RP Cell, MCD
3. AO, IT, MCD with a request to publish this on the website of MCD.  
Office copy.