केंद्रीकृत खरीद एवं साझेदारी प्रभाग, प्रधान कार्यालय, 5, संसद मार्ग, नई दिल्ली-110001
CENTRALISED PROCUREMENT & PARTNERSHIP DIVISION,
HEAD OFFICE, 5, SANSAD MARG, NEW DELHI - 110001

NOTICE

Interested FinTechs / Ecosystem Partners can apply for empanelment with Punjab National Bank through the Bank's Fintech Portal in domains "Toll-based-Acquirer" on the Website/Fintech Portal.

The interested FinTechs/Startups may visit Bank's website (https://applications.pnb.bank.in/Fintech/Login) to register themselves on Bank's Fintech Portal as per Selection Criteria and submit their information for empanelment.

The Bank's Fintech Portal will be available from **01-11-2026** to **15-11-2026**.

Next window for registration by Fintechs/ Startup companies shall be made available in the next quarter i.e. from **01-01-2027** to **15-01-2027**.

All future communications and notifications in this regard will be uploaded on the Bank's FinTech Portal.

31-10-2026

Asst. General Manager

Annexure-I

Scope of Work for empanelment of Fintech partners for Multi-Lane Free Flow (MLFF) – Acquirer category.

1. Scope of Work

The Fintech Partner shall deliver a complete turnkey solution including supply, installation and commissioning of all infrastructure, systems and resources required for Multi-Lane Free Flow (MLFF) tolling using FASTag and Automatic Number Plate Recognition (ANPR) technology. The empanelled Fintech Partner shall be responsible for providing end-to-end services to the Bank for the implementation, integration, commissioning, operation, maintenance, monitoring and support of the proposed solution/service during the entire contract period. The FINTECH PARTNER shall undertake all activities necessary for successful delivery of the services in accordance with the requirements, specifications, timelines, service levels, security requirements and other terms and conditions specified in the RFPs floated by IHMCL and the Agreement executed thereon. The FINTECH PARTNER shall provide all necessary hardware, software, infrastructure, licenses, manpower, technical resources, tools, connectivity, support and other facilities required for successful implementation and operation of the solution.

The scope shall include all activities, services and ancillary requirements that are reasonably necessary for achieving the intended objectives of the project, whether specifically mentioned or not, unless expressly excluded from the scope by the Bank. The reference document similarly adopts an end-to-end responsibility model covering design, development, supply, installation, integration, testing, commissioning, operation and maintenance.

The broad scope of work shall include, but not be limited to, the following:

1.1 Design, Development and Implementation of MLFF Tolling System

The FINTECH PARTNER shall be responsible for the design, development, implementation, operation, and maintenance of the MLFF-based User Fee Collection System at the Fee Plazas. The solution must Facilitate tolling using ANPR and FASTag and other equipment / technology as required to ensure accurate vehicle identification, classification and fee computation thereby maintaining high accuracy to prevent revenue leakage. The FINTECH PARTNER shall, at its own cost and risk, provide, deploy, install, integrate, operate, and maintain all facilities, infrastructure, hardware, software, equipment, connectivity, and related services required for the successful implementation and operation of the System. The FINTECH PARTNER shall ensure that the System and all associated services fully comply with the specifications, standards, performance requirements, service levels, and other obligations.

1.2 Operations and Maintenance (O&M)

The FINTECH PARTNER shall be solely responsible for the operation and maintenance of the MLFF-based tolling system throughout the term of the Agreement. The FINTECH PARTNER shall perform all operation and maintenance activities in a timely, efficient, and professional manner and in accordance with the terms and conditions defined by the Bank, including the specifications, standards, service levels, performance requirements, and other obligations set out by the Bank. The FINTECH PARTNER shall ensure the continuous availability, reliability, and optimal performance of the System and shall promptly address and rectify any defects, faults, or service disruptions in accordance with the prescribed service levels and response timelines. Post Go-Live, the bidder shall provide 24/7 operations and maintenance support, Skilled manpower at site, preventive and corrective maintenance of all installed systems, Performance monitoring and reporting to the Bank and IHMCL.

1.3 Web-Based Monitoring Portal

The FINTECH PARTNER shall develop, provide, implement, operate, and maintain a secure web-based application/portal for real-time monitoring and management of the MLFF-based tolling system. The portal shall, at a minimum, enable real-time monitoring of system health, availability, traffic counts (FASTag and Non-FASTag), and generation of automated alerts in the event of any MLFF equipment downtime, failure, or degradation in performance.

The portal shall provide authorized users with access to transaction data, issuance and management of discounted passes, toll revenue collection details, reconciliation reports, e-notices issued, and other relevant toll plaza information. The FINTECH PARTNER shall ensure that the portal is scalable, configurable, and capable of supporting future technological enhancements, functional upgrades, and evolving business requirements without material disruption to ongoing operations.

The web-based application/portal shall comply with the minimum functional, technical, performance, security, and reporting requirements defined by the Bank/IHMCL and the same may be amended from time to time.

1.4 Cleanliness and Maintenance of Control Centre

The FINTECH PARTNER shall be responsible for the establishment, operation, maintenance, cleanliness, and upkeep of the Control Centre, Plaza Building, toilets, and surrounding areas throughout the Contract Period. The FINTECH PARTNER shall ensure that these facilities are maintained in a clean, hygienic, safe, and presentable condition always by implementing appropriate housekeeping procedures, regular cleaning schedules, and efficient waste management practices.

The FINTECH PARTNER shall deploy adequate manpower, equipment, materials, and other resources necessary to ensure the continuous functionality, maintenance, and upkeep of the aforesaid facilities. The FINTECH PARTNER shall conduct periodic

inspections and shall promptly address any maintenance, repair, or housekeeping issues to prevent deterioration of the facilities and ensure uninterrupted operations.

The FINTECH PARTNER shall comply with all applicable health, safety, sanitation, and environmental regulations, standards, and guidelines while carrying out its obligations under this Agreement and shall ensure a clean, safe, and user-friendly environment for all stakeholders, employees, and users of the Facility.

1.5 Data Security and Protection

The FINTECH PARTNER shall implement and maintain appropriate data security and privacy controls to protect all data collected, processed, stored, or transmitted under this Agreement. The FINTECH PARTNER shall comply with all applicable laws, regulations, and Government of India guidelines, including the Information Technology Act, 2000, and the Digital Personal Data Protection Act, 2023, as amended from time to time.

The FINTECH PARTNER shall take all necessary measures to prevent unauthorized access, disclosure, alteration, loss, or misuse of data and shall ensure the confidentiality, integrity, availability, and security of all information. Any data breach or security incident shall be promptly reported to the Bank, and the FINTECH PARTNER shall take immediate corrective and remedial actions to mitigate its impact.

1.6 Electricity Power Management:

a. **Power Supply for MLFF system (Gantry/existing Plaza):** The FINTECH PARTNER shall be responsible for ensuring uninterrupted 24x7 power supply to the Command-and-Control Centre and all MLFF system components, including field equipment installed at the gantries and existing toll plazas. The primary source of power shall be the electricity supply provided by the concerned Electricity Department, supported by adequate UPS systems, renewable energy sources (including solar power, wherever applicable), and DG sets of sufficient capacity to ensure continuous operations. The FINTECH PARTNER shall make all necessary arrangements for the distribution, management, and utilization of electrical power required during the implementation, operation, and maintenance phases of the Contract. Raw power supply shall be made available by NHAI.

b. **Lighting:** The FINTECH PARTNER shall maintain the existing lighting infrastructure within the toll plaza area and ensure adequate illumination at all times for the safe and efficient operation of the MLFF system and for maintaining road user safety. The FINTECH PARTNER shall promptly attend to and rectify any defects or failures in the lighting infrastructure.

c. **Electricity Charges:** The FINTECH PARTNER shall bear and pay all recurring electricity charges and related costs arising from the implementation, operation, and maintenance of the MLFF system, including charges for plaza area illumination,

operation of field equipment, Command and Control Centre facilities, power backup systems, and all other associated electrical installations and equipment.

1.7 **Compliance with NETC & IHMCL Standards:** The bidder must adhere to NPCI NETC guidelines for FASTag acceptance, technical compliance with IHMCL/ NHAI specifications for MLFF tolling and related hardware and proper reconciliation and dispute management processes.

1.8 **Reconciliation:** The Fintech Partner shall facilitate the reconciliation activities in coordination with the Bank and shall have the capabilities of direct integration with NPCI for data reconciliation

1.9 **Data Management & Reporting:** The solution must include:

- Generation of MIS reports as per the requirement of Bank/IHMCL
- Secure transaction data handling
- Historical data storage as per regulatory and contractual norms. Real-time dashboards/monitoring for IHMCL and the Bank.

1.10 **"Go-Live"** of the Multi-Lane Free Flow ("MLFF") Tolling System shall mean the official commencement of live electronic toll collection operations under actual traffic conditions at the relevant Fee Plaza(s), following the successful deployment, installation, integration, testing, and commissioning of the complete MLFF solution.

The FINTECH PARTNER must demonstrate the capability to implement the full MLFF solution within timelines specified by IHMCL/NPCI/NHAI, ensuring proper installation, integration and commissioning of hardware, software and network components.

The FINTECH PARTNER shall ensure that, prior to Go-Live, all MLFF system components, including field hardware, application software, network infrastructure, central and local back-office systems, interfaces, and operational resources, are fully deployed, configured, integrated, and ready for operational use. The FINTECH PARTNER shall further ensure seamless end-to-end integration and interoperability with all required external systems and stakeholders, including NPCI, TMCC, payment gateway service providers, and any other interfaces specified under this Agreement or required by the Bank and/or IHMCL.

Go-Live shall be deemed to have been achieved only when the MLFF System is fully functional and all subsystems, interfaces, performance parameters, service levels, and compliance requirements prescribed under this Agreement have been successfully demonstrated and accepted by the Bank and/or IHMCL. For the avoidance of doubt, Go-Live of a Fee Plaza shall be considered successful only upon the successful completion and acceptance of the Site Acceptance Test ("SAT") for such Fee Plaza, as certified by the Bank and/or IHMCL.