


# National Highways Infra Trust

 National Highways Infra Trust	<b>Request for Empanelment of Agencies/Firms for Operation of Incident Management Vehicles</b>	<b>Doc No.:</b> NHIT/FY26-27/ RFE/SLA for IMS
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**Tender No. NHIT/FY26-27/RFE/Agencies for SLA-IMS**

**Request for Empanelment (“RFE”) issued by National Highways Infra Trust (NHIT) for Empanelment of Agencies/Firms for Operation and Maintenance of Incident Management Vehicles at Project sites under SPVs of NHIT collectively referred as “NHIT-entities”**

<b><u>BID SUMMARY</u></b>		
1.	Last date and time for receipt of Bidding Documents	05 <sup>th</sup> June 2026 up to 17:00 Hrs
2.	Date and Time of Opening of Bids	05 <sup>th</sup> June 2026 at 18:00 Hrs
3.	Place of opening of Bids	<b>NATIONAL HIGHWAYS INFRA TRUST</b> Unit No. 324, D21 Corporate Park, Sector-21, Dwarka, New Delhi, 110077-India

**Note:** Bids will be opened in the presence of bidders who choose to attend as above

## **NATIONAL HIGHWAYS INFRA TRUST**

Unit No. 324, D21 Corporate Park, Sector 21,  
Dwarka, New Delhi – 110077  
Email: tender@nhit.co.in  
**Date of Issue:** 21.05.2026

# National Highways Infra Trust



**Request for Empanelment of Agencies/Firms for  
Operation of Incident Management Vehicles**

**Doc No.:** NHIT/FY26-27/  
RFE/SLA for IMS

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## **DISCLAIMER**

The information contained in this Request for Empanelment ("RFE") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of "NHIT-entities" by persons authorized to do so, is provided to the interested parties on the terms and conditions set out in this RFE and such other terms and conditions subject to which such information is provided.

This RFE is not an agreement and is neither an offer nor an invitation by NHIT-entities to interested parties who submit their quote (henceforth "Bidders") in response to this RFE. The purpose of this RFE is to provide Bidders with information that may be useful to them in preparing and submitting their proposals ("Proposal") for Empanelment of Agencies/Firms by National Highways Infra Trust (NHIT) for National Highways Infra Trust (NHIT) and SPVs under National Highways Infra Trust, collectively referred as "NHIT-entities"


NHIT makes no representation or warranty and shall have no liability to any person or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFE or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFE and any assessment, assumption, statement or information contained herein or deemed to form part of this RFE or arising in any way from this process.

A Bidder must warrant that all the information provided by it to NHIT-entities at the time of application & subsequently, is true to the best of its knowledge and belief and specially warrants that it has duly complied with the provisions of laws applicable to it. Bidder indemnifies NHIIMPL and NHIT-entities from any liabilities arising out of error or default or negligence or contravention in regard to any of the applicable laws, including, but not limited to, submission of statutory forms & other such documents.

The issuance of this RFE does not imply that NHIT-entities are bound to select any Bidder(s) for any project/ Transaction. NHIT-entities may accept or reject any proposal in its discretion and may ask for any additional information or vary its requirements, add to or amend the terms, procedure and protocol set out in RFE for bona fide reasons, which will be notified to all the Bidders invited to tender. Further NHIT hereby reserves its right to annul the process at any time prior to issuance of Letter of Award without incurring any liability towards the Bidders.

The Bidders shall bear all costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by NHIIMPL/NHIT-entities or any other costs incurred regarding or relating to its Bid. All such costs and expenses will remain with the Bidder and neither NHIIMPL or NHIT-entities shall be liable in any manner for the same or for any other costs or expenses incurred by a Bidders in preparation or submission of the Bid, regardless of the conduct or outcome of this RFE and the related processes.

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## **Section 1. Notice Inviting Tender**

1. The National Highways Infra Trust (hereinafter referred to as “NHIT”), invites bids from eligible parties for Empanelment of Agencies/Firms for Operation & Maintenance of Incident Management Vehicles (Ambulance & Crane) on National Highways Projects under SPVs of National Highways Infra Trust, collectively referred as “NHIT-entities”.
2. Please refer our website at <https://nhit.co.in/about-us/> for more details.
3. The objective of this RFE is to empanel competent and experienced agencies/firms for the operation and maintenance of Incident Management Vehicles, including Ambulances and Cranes, deployed on National Highway projects. The empanelment aims to ensure timely emergency response, efficient incident clearance, and uninterrupted highway operations for enhanced road safety and user convenience. The selected agencies shall maintain vehicles in operational condition and deploy trained manpower for effective incident management services. This initiative will help in improving response time, minimizing traffic disruptions, and ensuring compliance with safety and operational standards across project corridors.
4. The Agencies/Firms will be empaneled under Quality Based Selection Method as described in this RFE and in accordance with the practices of NHIT.
5. The RFE includes the following documents:
  - Section 1 – Notice Inviting Tender
  - Section 2 – Instructions to Bidders
  - Section 3 – Scope of Services
  - Section 4 – Form of Technical Proposal
  - Section 5 – Undertakings
6. The RFE will be uploaded on the website of NHIT at <https://nhit.co.in/procurement-tender/>.

### **7. Brief Description of Bidding Process**

- a. NHIT has adopted a Single stage evaluation process for the empanelment of the Agencies/Firms i.e., the technical bid (the “Technical Bid”) containing the documents for satisfying eligibility criteria of the Bidder, shall be submitted in physical form in the prescribed format (To clarify, the documents should be serially numbered and hard/spiral bound) in the manner specified, and before the date and time specified herein.
- b. After the submission of the Bids, each of the responsive Bidders shall be invited to make presentation of their proposal to NHIT if required. The date and time of presentations would be intimated to Bidders separately through email. The Presentation shall be made through either video- conferencing facility or in person meeting at NHIT office in New Delhi.
- c. Only those Bidders whose Bids are found to be responsive and meeting the Minimum Eligibility Criteria (hereinafter referred to as “**Technically Qualified Bidders**”) in terms of this RFE, shall be eligible for empanelment and may be invited to participate in the Financial Bid submission process as and when NHIT or SPVs under NHIT issues an invitation. The Technically Qualified Bidders may send their authorized representatives along with authorization letters on the letter head of the bidder for participation in the opening of the Bid. Only one representative of the Bidder shall be allowed to attend

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the opening of the Bids.

Any queries or request for additional information concerning the RFE shall be submitted in writing and/or e- mail to the officer designated below. The envelope / email communication shall clearly bear the following identification/title: "Queries/ Request for Additional Information: **Request for Empanelment ("RFE") issued by National Highways Infra Trust (NHIT) for Empanelment of Agencies/Firms for Operation and Maintenance of Incident Management Vehicles at Project sites under SPVs of NHIT collectively referred as "NHIT-entities"**"

## 8. Address for Communication:

To,

**Shri Sandeep Khosa**

GM-Procurement

**NWPPL (Unit under NHIT)**

Unit No. 324, D2I Corporate Park, Sector 21

Dwarka, New Delhi


E-mail: Tender@nhit.co.in

## 9. Schedule of Bidding Process:

The NHIT shall endeavor to adhere to the following schedule: Any changes to the following schedule shall be informed to the Bidders through Website or email communication.

S. No.	Description of Events	Date
1.	Last date for receiving queries from bidders	27 <sup>th</sup> May 2026
2.	Pre-Bid Meeting	No pre-bid meeting. The bidders have to submit their queries through email which will be replied to at NHIT website/ through email.
3.	NHIT's response to queries latest by	29 <sup>th</sup> May 2026
4.	Bid due date (Last date for bid submission)	05 <sup>th</sup> June 2026 up to 17:00 Hrs
5.	Opening of Technical Bids	05 <sup>th</sup> June 2026 at 18:00 Hrs, at NHIT Office, New Delhi
7.	Letter of Empanelment (LOE)	Will be intimated later
8.	Technical Presentation	Will be intimated later
9.	Validity of proposals	120 days from Bid Due Date

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## **Section 2: Instructions to the Bidders**

### **1. Introduction:**

About the company: Please refer to our website <https://nhit.co.in/>.

### **2. Proposal**

NHIT seeks proposals for the Empanelment of Agencies/Firms for Operation and Maintenance of Incident Management Vehicles at Project sites under SPVs of NHIT collectively referred as “NHIT-entities” as per scope of work given in Section 3 – Scope of Services of the RFE document (“Services”).

### **3. Clarification and Amendment of RFE Documents**

3.1 Bidders may request clarifications on any of the RFE documents up to the time mentioned in Section 1. Any request for clarification must be sent in writing to NHIT’s address indicated in the RFE or by e-mail to [Tender@nhit.co.in](mailto:Tender@nhit.co.in). NHIT will respond in writing, or by e-mail/ uploading responses on website or will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Bidders. Should SPVs under NHIT deem it necessary to amend the RFE as a result of clarification, it shall do so following the established procedure and inform the Bidders of the same through written communication or by uploading it on the website of NHIT.

3.2 At any time before the submission of the Bids, NHIT shall have the right to amend the RFE by issuing an addendum/ amendment in writing or by standard electronic means. The addendum/ amendment shall be uploaded on the website of NHIT at <https://nhit.co.in/> which will be binding on all Bidders. To give Bidders reasonable time for considering the addendum/ amendment in their Bids, NHIT may, if the addendum/ amendment is substantial, at its discretion, extend the deadline for the submission of Bids.

3.3 It will be the responsibility of the Bidders to keep track of any uploaded addendum/ amendment before submission of the Bid.

### **4. Submission of Proposal**

4.1 The proposal shall be submitted as indicated below:

4.1.1 Envelope containing the Bid of the “Agencies/Firms”. The proposal should be in the manner and format as prescribed in RFE Section 4 – Form of Technical Proposal. Please note that proposals with any conditionality will be summarily rejected.

4.2 Proposal (i.e. the aforesaid sealed envelope marked as “**Bid – Proposal for Empanelment for Operation & Maintenance of Incident Management Vehicles (Ambulance & Crane) on National Highways Projects under SPVs of National Highways Infra Trust, collectively referred as “NHIT-entities”**” should reach the undersigned, latest by date/time mentioned in the Section 1 – Notice inviting Tender, in hard copies/in original and shall remain valid for 120 days thereafter. The proposal should be signed by the authorized signatory of the Bidder, supported by the relevant authorization document. No Proposal will be entertained after the due time and date, as stated above. NHIT-entities shall not be responsible for any delay whatsoever in nature. The proposals received after the due date and time, will be summarily rejected.

4.3 NHIT-entities reserves the right to accept or reject any or all the offers received without assigning any reason. For any clarification, you may feel free to contact the undersigned.

### **5. Modification/Substitution/Withdrawal of Bids**

5.1 The Bidder may substitute or withdraw its bid after submission prior to the Bid due date. No Bid shall be allowed to be substituted or withdrawn by the Bidder on or after the Bid due date.

5.2 Any alteration/modification in the Bid or additional information supplied subsequent to the Bid Due Date,

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unless the same has been expressly sought for by NHIT-entities, shall be disregarded.

5.3 Partial modification of the Bid is not allowed. The Bidder will have to submit the revised bid again in a sealed envelope, as per clause 4 above, mentioning "Revised Bid" on the top of the sealed envelope and the original bid envelope will be returned to the Bidder.

## 6. **Opening and Evaluation of the Bids**

6.1 The Technical Bids will be opened after the due date at the time prescribed in this RFE document in the presence of the Bidders who choose to attend. NHIT will subsequently examine and evaluate the Bids in accordance with the provisions set out herein.

6.2 After the submission of Bids, each of the responsive Bidders shall be invited to make presentation of their proposal to NHIT. The date and time of presentations would be intimated to Bidders separately by NHIT through email. The Presentation shall be made either through video-conferencing facility or in person meeting at NHIT office.

6.3 To assist in the examination, evaluation, and comparison of Bids, NHIT may, at its discretion, ask any Bidder for clarification of its Bid. The request for clarification and the response shall be in writing or by e-mail, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by NHIT in the evaluation of the Bids.

6.4 The Bidders would be evaluated on the criteria mentioned in Section 4 of this RFE and shortlisted for the empanelment.

6.5 Except in case any clarification is asked by NHIT, no Bidder shall contact NHIT on any matter relating to its Bid from the time of the Bid opening to the time the contract is awarded. If any Bidder wishes to bring additional information to the notice of NHIT, it should do so in writing at the address prescribed in the Notice Inviting Tender.


## 7. **Prior to evaluation of the Bids, NHIT shall determine as to whether each Bid is responsive to the requirements of this RFE document. A Bid will be declared non-responsive in case:**

- a. If a Bidder submits more than one Bid against this RFE.
- b. The physical bid submissions are incomplete/ inadequate to the requirements of the RFE Documents.
- c. Documents are submitted loose. (To clarify, the documents should be serially numbered and be submitted in hard bound / spiral bound).
- d. If in case the Power of Attorney or the Authority Letter is not provided.
- e. If a Bidder submits a conditional Bid or makes changes in the terms and conditions given in this RFE document.
- f. Failure to comply with all the requirements of RFE document by a Bidder.
- g. If the Bid is not submitted in the formats prescribed in the RFE document.
- h. If any requisite document/ certificate is not in the prescribed format the same shall not be considered while evaluating the bids and the same may lead to Bid being declared as non- responsive.
- i. If the envelope containing physical submission is not sealed and marked as prescribed in the RFE document.
- j. A Bid valid for a period of time shorter than prescribed in the RFE document.

## 8. **Conflict of Interest**

Bidders at all times shall provide professional, objective, and impartial advice and at all times hold the

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NHIIMPL, NHIT and SPVs under NHIT interest paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. No two Bidders can have same constituents or any such arrangement pursuant to which any third party is in a position to have access to confidential information of each other.

## 9. **Fraud and Corruption**

- 9.1 Bidders would be required to observe the highest standard of ethics during the selection and execution of such work. NHIT defines:
- 9.1.1 "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
- 9.1.2 "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the NHIIMPL/SPVs under NHIT and includes collusive practices among bidders (prior to or after submission of proposals) and to deprive the NHIT of the benefits of free and open competition.
- 9.2 NHIT will reject a proposal for empanelment/ appointment if it determines that the bidder recommended for engagement has engaged in corrupt or fraudulent activities in competing for the work in question.
- 9.3 NHIT will declare a bidder ineligible, either indefinitely or for a stated period of time, to be engaged if it at any time determines that the bidder has engaged in corrupt or fraudulent practices in the bidding process for engagement for the subject work.
- 9.4 The bidder declared ineligible for corrupt and fraudulent practices by NHIT in accordance with the above paras shall not be eligible for selection.

## 10. **Consortium of Bidders is not allowed**

## 11. **Minimum Eligibility Criteria**


- 11.1 **Relevant Experience:** Must have **at least 03 years** of experience in Operation & Maintenance of Incident Management Services in India on National Highways/Expressways/State Highways.
- 11.2 **Financial Capacity:** The Bidder must have cumulative turnover of Rs. 5 crores in last 3 Financial Years.
- 11.3 **Regulatory Compliance:** The Bidder must have required licenses and permission for providing these services, documentary evidence must be submitted along with bidding documents.
- 11.4 The Bidder shall not be an associate of the Sponsor i.e., NHAI, or NHIIMPL or IDBI Trusteeship Services Limited.
- 11.5 The Bidder should have a minimum technical score of 70 marks as per evaluation criteria mentioned in Section 4 including their presentation scores. Only those bidders who score minimum 70 marks shall be considered as Technically Qualified Bidder.

## 12. **Dis-Qualification Criteria:**

The company may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the respondent:

- 12.1 Submitted the proposal documents after the response deadline.
- 12.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 12.3 Failed to provide related clarifications, when sought.
- 12.4 Respondent or its directors declared ineligible by CPSU/ SPSU/ Government companies/ Government

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organizations/ regulatory authorities for corrupt and fraudulent practices or blacklisted.

## 13. **Technical Evaluation Criteria:**

- 13.1 Technical Evaluation shall be based on the Technical Bid submitted by the Bidders as per Section 4 - Form of Technical Proposal.
- 13.2 Depth of experience and proven track record.
- 13.3 Governance, compliance, and operational framework.
- 13.4 The Presentation shall cover the following and shall be evaluated accordingly:
  - Team Qualification, Experience and commitment: Detailed profile of the core
  - Experience of working on Relevant Deals in Infrastructure primarily in Roads Sector
  - Summery of clients with whom bidder working/worked.

## 14. **Procedure for Empanelment of Agencies/Firms**

- 14.1. Post qualification of the minimum eligibility criteria, the bidder(s) will be empaneled under the Quality Based Selection method as described in this section and in accordance with the practices of NHIT.
- 14.2. The score on the basis of Quality Based System (QBS) of technical proposals will determine the H1, H2, H3 and so on, and will be referred only to identifying the required number of additional Agencies/Firms for empanelment
- 14.3. For the purpose of utmost clarity, RFE is only for the empanelment of Agencies/Firms. All such newly Empaneled Agencies/Firms will be eligible to participate in the financial bid process for appointments for NHIT-entities for each assignment, on case to-case basis, during the period of empanelment.
- 14.4. Further, the engagement/appointment of Agencies/Firms will be done by NHIIMPL/SPVs under NHIT at its own discretion. Accordingly, NHIIMPL/SPVs under NHIT has the right to award the work to any of the Empaneled Agencies/Firms, depending on the nature and magnitude of the requirement.
- 14.5. Accordingly, the appointed Agencies/Firms will have to work as a team along with the Procurement and Operation team of NHIT.


## 15. **Empanelment with NHIT**

- 15.1. NHIT proposes to empanel at least two (2) Agencies/Firms for a period of three (3) years. However, NHIT reserves the right to increase or decrease the number of empanelled agencies/firms at its sole discretion.
- 15.2. The respective empanelment may be extended by further two more years by NHIT subject to satisfactory delivery of services and approval from Competent Authority. Further, NHIT reserves the right to modify the number of Agencies/Firms to be empaneled at its discretion.

## 16. **Documents to be submitted along with the Bid**

- 16.1. Either power of attorney or an authority letter from Partner/ Board / Managing Committee of the Bidder entity should be provided for authentication of the authorized signatory signing the Bid document.
- 16.2. Bid in the form provided in the RFE duly signed by the authorized representative of the bidder on all pages.
- 16.3. Detailed profile of the Bidder certified by Authorized Signatory of the Bidder.
- 16.4. Documents in support of the claims of Bidder regarding eligibility/ experience duly signed by the authorized representative of the bidder on all pages. NHIT may ask for 3rd. party certificates from the

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Bidder(s), at a later stage.

16.5. Undertaking in the format provided in the RFE duly signed by the authorized representative of the bidder on all pages.

## 17. **Key Terms and Conditions of Empanelment**

17.1. NHIT reserves the right to curtail or extend the validity period of empanelment of empaneled Agencies/Firms.

17.2. NHIT will have the right to remove any Empaneled Agency/Firm from the empaneled list without assigning any reason whatsoever and without any cost & compensation therefore SPVs under NHIT also reserves the right to replace/remove/ appoint any new empaneled bidder as the Agencies/Firms for an ongoing or future Transaction at any stage of the Transaction or Empanelment Period.

17.3. The Empaneled Agency are expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to NHIT's Interest.

17.4. Each Empaneled Agencies/Firms will maintain confidentiality on matters disclosed.

17.5. The reports/ opinions/ presentations submitted by Empaneled Advisors as part of its Services shall be the property of the NHIT-entities and it can be repeatedly used by NHIT-entities for its disclosed and undisclosed purposes.

## 18. **Dispute Resolution**

Any dispute arising out of the RFE, which cannot be amicably settled between the parties, shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996 through a panel of three arbitrators, with each of NHIIMPL and the remaining disputing party(ies) appointing one arbitrator and the two arbitrators so appointed appointing a third arbitrator. Provided that in the event that any disputing parties fail to appoint an arbitrator within 15 days from the dispute being referred to arbitration, the other parties shall be at liberty to appoint an arbitrator for such disputing party(ies) and such appointment shall be final and binding on the other disputing parties. The venue of the arbitration shall be New Delhi.

## 19. **Indemnification:**

The Agency shall hold the NHIT and SPVs under NHIT harmless and shall indemnify the same against all claims, penalties, fines, losses, damages, costs and proceedings arising from the breach or contravention of any laws, rules and regulations referred to in this order.


## 20. **Anti-Bribery & Corruption (ABC) Policy:**

It is our policy to conduct all our business in an honest and ethical manner. We take a zero-tolerance approach to Bribery and Corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery. Requested to report improper demands from the NHIT Employees. You may address the same through email at [whistleblow@nhit.co.in](mailto:whistleblow@nhit.co.in).

## 21. **Force Majeure:**

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). In the case of an FM, the contract frees both parties (NHIT & the Agency/Firm) from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. However, this does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The parties have to give notice of FM as soon as it occurs, and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, NHIT may at its option terminate the contract without any financial repercussion on the other side.

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Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the Agency/Firm would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

22. **Governing Law and Jurisdiction**

This RFE and the subsequent agreement between the parties shall be interpreted by and shall be governed and construed in accordance with the laws of India. The Courts at New Delhi, India shall have sole jurisdiction over all matters arising out of or relating to this agreement.

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## **Section 3: Scope of Services**

### **1. Introduction**

SPVs under NHIT engaged in Operation & Maintenance of National Highway Projects across India, invites applications from eligible and experienced Service Providers for Empanelment for providing Incident Management Services including deployment, operation, and maintenance of:

- Well Educated and Qualified Manpower for Advanced Life Support (ALS) / Basic Life Support (BLS) Ambulances and Hydraulic Recovery Cranes / Tow-away Cranes
- The empanelled agencies shall support Incident Management and Road Safety operations as per applicable standards of Ministry of Road Transport & Highways (MoRTH) and National Highways Authority of India (NHAI).

### **2. Objective of Empanelment**

The objective of this RFE is:

- To create a panel of qualified agencies for quick deployment.
  - To ensure uninterrupted Incident Management Services.
  - To enhance highway safety and reduce incident response time.
  - To maintain compliance with Concession Agreement / O&M obligations.
- Empanelment shall not guarantee award of work.

### **3. Scope of Services**

The empanelled Service Provider shall be responsible for:

#### **3.1 Ambulance Services**

- Deployment of Manpower for ALS/BLS Ambulances as per project requirement.
- 24x7 availability with trained manpower.
- Compliance with NHAI Ambulance specifications/Requirements.
- Patient stabilization and transport to nearest hospital.
- Maintaining medical equipment and consumables.
- Coordination with Highway Patrol & Control Room.

#### **3.2 Crane / Recovery Vehicle Services**

- Deployment of Manpower for Hydraulic Cranes / Recovery Vehicles.
- Removal of accident vehicles and breakdown vehicles.
- Clearance of carriageway within stipulated response time.
- Support during emergencies, disasters, and traffic restoration.
- Safe towing without asset damage.

#### **3.3 Operation & Maintenance Responsibilities**

- Driver/operators, paramedics, helpers' deployment.
- Preventive and breakdown maintenance.
- Fuel, insurance, permits, fitness, and statutory compliance.
- GPS tracking and communication systems.
- Maintaining incident logs and MIS reporting.

### **4. Coverage Area**

Services shall be provided on National Highway stretches operated by SPVs under NHIT across PAN India

- Locations may vary based on operational requirements.

# National Highways Infra Trust



**Request for Empanelment of Agencies/Firms for  
Operation of Incident Management Vehicles**


**Doc No.:** NHIT/FY26-27/  
RFE/SLA for IMS

## **5. Manpower Requirements**

<b>Position</b>	<b>Minimum Qualification</b>
Driver	Valid commercial license
Paramedic	Certified EMT / Nursing qualification
Crane Operator	Certified operator with experience
Helper	Skilled assistant

**6. Service Level Requirements (Indicative):** Please refer attached Annexure I, II and III for the same.

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## Section 4: Form of Technical Proposal

(On the letter head of the bidder)

### **Section A: General Information**

- (i) Profile of the organization with full particulars of the constitution, ownership and business activities of the prospective FIs.
- (ii) Commitment(s) which shall act either as a constraint or as a conflicting interest in the proposed assignment (if any).

### **Section B: Technical Information**

Sr. No.	Evaluation criteria & scoring guidance	Maximum Points
1	<b>Minimum 03 Years' Experience in Similar Services:</b>	40
	3 Years to Less than 5 Years: 20 Marks	
	5 Years to Less than 10 Years: 30 Marks	
	10 or more Years: 40 Marks	
2	<b>Cumulative Turnover for Last Three year from Similar works:</b>	40
	5 Crore to less than 10 Crore: 25 Marks	
	10 Crore to less than 20 Crore: 35 Marks	
	20 Crore or more: 40 Marks	
	<b>Documents Required:</b> C.A. Certificate	
3	<b>Number of Employees – Minimum 10 Employees</b>	20
	10 to 25 Employees – 10 Marks	
	26 to 50 Employees – 15 Marks	
	51 or More Employees – 20 Marks	
	<b>Total Technical Score</b>	<b>100</b>

We accept all the terms & conditions mentioned in the RFE. In the event of any contradiction in the terms and conditions as mentioned in the RFE and our proposal/ offer to NHIIMPL/SPVs under NHIT, NHIIMPL/SPVs under NHIT decision shall prevail.

**Signature(s) and name(s) of the Authorized Signatory with Seal Date:**

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## **Section 5: Undertakings**

(On the letter head of the bidder)

### **To be provided with the technical bid**

We undertake that: -

1. The proposal submitted hereunder shall remain valid for a period of at least 120 days from the last date for submission of proposal.
2. The Bidder has not been banned/ blacklisted/ de-listed/ disqualified/ debarred by any organization/ government agency/ quasi-government agency/ PSU to participate in their tenders for empanelment. We further certify that there is no investigation pending against us or the CMD/CEO/Directors of our Company and no action has been initiated against us/ our Directors by CVC/ RBI or any other government/ statutory agency with regard to any financial irregularities.
3. The Bidder does not have any conflict of interest which is prejudicial to the scope of services. Further, the bidder will ensure that no such business or professional activities will be carried out by it, which may affect the interest of NHIT.
4. The Bidder has adequate infrastructure, personnel, resources to carry out the required Services and are eligible for acting as Financial/ Advisor. The Bidder has understood the scope of services properly and shall comply with the terms of engagement.
5. No bankruptcy/ liquidation proceedings have been initiated against the Bidder by any entity/ government agency/ quasi-government agency/ PSU and there is no material case/ proceeding against the Bidder/ its Directors that is likely to have significant impact on its business as Empaneled Bidder / Appointed Agencies/Firms or on its deliverables pursuant to this bid/ RFE.
6. All the information submitted as part of the Bid is true and correct.

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We accept all the terms & conditions mentioned in the RFE. In the event of any contradiction in the terms and conditions mentioned in the RFE and our proposal/ offer to NHIIMPL/ NHIT-entities, the NHIIMPL's decision shall prevail.

**Signature(s) and name(s) of the Authorized Signatory with Seal Date:**

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## Location and Coordinates of Projects

Sr. N.	Project	Toll Plaza	Latitude	Longitude
1	Kothakota - Kurnool	Pullur	16.2176	78.1391
2	Chittorgarh Kota Project	Aroli	25.3465	75.2707
3	Chittorgarh Kota Project	Dhanswar	25.2376	75.7106
4	Chittorgarh Kota Project	Bassi	24.8587	74.9318
5	Belgam - Kagal	Hattargi	16.4917	74.6858
6	Belgam - Kagal	Kognoli	16.3998	74.5483
7	Palanpur - Aburoad - Swaroopganj	Khemana	24.1573	72.4604
8	Palanpur - Aburoad - Swaroopganj	Undavariya	24.5798	73.2907
9	Agra Bypass Project	Raibha	27.1595	77.7584
10	Shivpuri Jhansi Project	Raksha	25.6103	78.5402
11	Borkhedi - Wadner	Darodha	20.4798	78.8369
12	Borkhedi - Wadner	Kelapur	19.8568	78.8931
13	Rewa Jabalpur Katni Lakhnadon	Mohtara	23.258	79.8353
14	Rewa Jabalpur Katni Lakhnadon	Odhaki	24.8205	81.948
15	Rewa Jabalpur Katni Lakhnadon	Boharipara	23.2759	80.0191
16	Rewa Jabalpur Katni Lakhnadon	Kherwasani	24.4561	80.7593
17	Lakhnadon - Mahagaon - Khawasa	Madai	22.5946	79.6007
18	Lakhnadon - Mahagaon - Khawasa	Khawasa	21.8253	79.4293
19	Orai - Bara	Usaka	26.1666	79.7264
20	Hubli - Haveri - Davangere - Chitradurga	Bankapur	14.894	75.2704
21	Hubli - Haveri - Davangere - Chitradurga	Chalageri	14.6887	75.7396
22	Hubli - Haveri - Davangere - Chitradurga	Hebalu	14.4394	75.908
23	Chichira - Kharagpur	Balibhasa	22.4571	86.9841
24	Kachugaon to Rakhalbudi	Patgaon	26.4746	90.2979
25	Rakhalbudi Bus Junction to Kaljhar	Dahalapara	26.5067	90.6441
26	Kaljhar to Patacharkuchi	Galia	26.4787	91.1083
27	Muzafarnagar - Haridwar	Bahadrabad	29.9117	78.1427
28	Muzafarnagar - Haridwar	Chhapar	29.5016	77.6951
29	Bareilly - Sitapur	Faridpur	28.2167	79.55
30	Bareilly - Sitapur	Maigalganj	27.45	80.6333
31	Raipur - Simga	Tarpongi	21.4834	81.743
32	Simga to Bilaspur	Bhojpuri	21.65	82.3
33	Simga to Bilaspur	Mudipar	21.7854	82.1711
34	Chittoor to Mallavaram	Gadanki	13.3302	79.1667
35	TN/AP Border to Nalagampalli	Mahasamudram	13.2712	78.5653
36	Narasannapeta to Ranasthalam	Madapam	18.3766	84.1406
37	Anandapuram to Hanumanthavaka (VSP)	Nathavalasa	18.0439	83.4873
38	Anandapuram to Hanumanthavaka (VSP)	Fee Plaza	17.748	83.3168

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39	Anandapuram – Pendurthi – Anakapalle	Dukkavanipalem	17.7667	83.3
40	Anandapuram – Pendurthi – Anakapalle	Marripalem	17.7435	83.3117
41	Gundugolanu – DevarapalliKovvuru	Veeravalli	17.016	81.572
42	Gandhidham (Kandla) to Mundra Port	Mokha	22.8397	69.7194

- Empaneled Vendor may be considered for present and upcoming projects of SPVs of NHIT during the empanelment period.