

National Highways Infra Trust

 National Highways Infra Trust	Request for Empanelment of Agency/ Firm for Background Verification	Doc No.: NHIT/FY25-26/ RFE /Background Verification
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Tender No. NHIT/FY25-26/RFE/BGV

Request for Empanelment (“RFE”) issued by National Highways Infra Trust for Empanelment of Agencies/Firms for Background Verification Services for National Highways Infra Investment Managers Private Limited (NHIIMPL) and SPVs under National Highways Infra Trust. collectively referred as “NHIT-entities”

<u>BID SUMMARY</u>		
1.	Last date and time for receipt of Bidding Documents	3 rd December 2025 up to 17:00 Hrs
2.	Date and Time of Opening of Bids	3 rd December 2025 at 18:00 Hrs
3.	Place of opening of Bids	National Highways Infra Trust (NHIT) 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: 20.11.2025

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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 for Background Verification Services by National Highways Infra Trust (NHIT) National Highways Infra Investment Managers Private Limited (NHIIMPL) for National Highways Infra Investment Managers Private Limited (NHIIMPL) 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 especially 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/ Training. 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”) on behalf of National Highways Infra Investment Managers Private Limited (NHIIMPL), and SPVs under National Highways Infra Trust, collectively referred as “NHIT-entities”, invites bids from eligible parties for Empanelment of Agencies/Firms for Background Verification Services for National Highways Infra Investment Managers Private Limited (NHIIMPL), and SPVs under National Highways Infra Trust, collectively referred as “NHIT-entities”.
2. National Highways Infra Trust (NHIT) is seeking proposals to empanel competent and experienced agencies/firms for conducting comprehensive background verification of employees, new hires, and contractors to ensure authenticity of credentials and compliance with organizational, contractual, and statutory requirements.
3. The Agencies/Firms will be empaneled under Quality Based Selection Method as described in this RFE and in accordance with the practices of NHIT.
4. 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
5. The RFE will be uploaded to the website of NHIT at www.nhit.co.in.

6. 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. 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 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 the opening of the Bids.

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7. 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 for Empanelment of Agency/Firm for Background Verification Services for National Highways Infra Investment Managers Private Limited (NHIIMPL) and SPVs under National Highways Infra Trust, collectively referred as "NHIT-entities".

8. Address for Communication:

To,

Shri Sandeep Khosa

GM, Procurement, NWPPL

National Highways Infra Trust,

Unit No. 324, D21 Corporate Park, Sector 21

Dwarka, New Delhi

E-mail: Tender@nhit.co.in

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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	26 th November 2025
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	27 th September 2025
4.	Bid due date (Last date for bid submission)	3 rd December 2025 up to 17:00 Hrs
5.	Opening of Technical Bids	3 rd December 2025 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 Background Verification Services for National Highways Infra Investment Managers Private Limited (NHIIMPL) and SPVs under National Highways Infra Trust, 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 for 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. 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 NHIT deem it necessary to amend the RFE as a result of a 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 “Trainer(s)”. 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 of Agencies/Firms for Background Verification Services by National Highways Infra Trust (NHIT) for National Highways Infra Investment Managers Private Limited (NHIIMPL) and SPVs under National Highways Infra Trust, collectively referred as “NHIT-entities”** as per scope of work given in Section 3 – Scope of Services of the RFE document (“Services”).” 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

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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, 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, NHIMPL 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.

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- c. Documents are submitted loose. (To clarify, the documents should be serially numbered and/or be submitted in hard bound/spiral bound).
- d. If in case the Power of Attorney or the Authority Letter is not provided as per Paragraph 17 of this Section.
- 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 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 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.

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

11. **Minimum Eligibility Criteria**

- 11.1 The Bidder/Company should have cumulative revenue/ turnover of minimum Rs 50.00 lacs of the last three financial years ending 31/03/2023, 31/03/2024 and 31/03/2025. Certified copies of financial statements or certificate of turnover from Statutory Auditor/ Chartered Accountant/any other proof of earning/fees by an individual consultant/trainer of the Bidder to be submitted along with the bid.
- 11.2 The bidder shall have received a minimum of Rs. 12 lac per annum as professional fee during each of the 3 (three) last financial years ending 31/03/2023, 31/03/2024 and 31/03/2025 from similar works/services.
- 11.3 Should have existing clients in government/PSUs/large corporations.
- 11.4 Proven secure IT infrastructure and data protection compliance.
- 11.5 The Bidder should have minimum 05 years of total experience in similar field as an Individual/Firm/Agency, documentary evidence shall be submitted as part of their bid.
- 11.6 The Bidder shall not be an associate of the Sponsor i.e., NHAI, or NHIMPL or IDBI Trusteeship Services Limited and Should not have been blacklisted by any government body.
- 11.7 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 60 marks shall be considered as Technically Qualified Bidder.

12. **Dis-Qualification Criteria:**

The Bidder 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 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 The evaluation of the Technical Proposals shall be carried out on a maximum score of 100 as per the methodology mentioned in Section 4 – Form of Technical Proposal.
- 13.3 The Technical Proposal shall be submitted in physical form along with all supporting

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documentation/ information as mentioned along with the criteria.

13.4 The presentation need not be included in the Technical Proposal. The Presentation shall be made as per schedule communicated by NHIT and a copy of presentation to be submitted on email at the time of presentation.

13.5 The Presentation shall cover the following and shall be evaluated accordingly:

- Qualification, Experience and commitment: Detailed profile of the core and support teams (with CVs of each team member detailing qualification and relevant experience that will be deployed on the assignment in the event of selection
- Experience of working on Relevant fields.

14. **Procedure for Empanelment of Agencies/Firms for Background Verification Services**

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 **Trainers**. All such newly Empaneled **Trainers** will be eligible to participate in the financial bid process for appointments for NHIT-entities for each assignment, on a case-to-case basis, during the period of empanelment.

14.4. Further, the engagement/appointment of Agencies/Firms for Training amongst the respective Empaneled Agencies/Firms will be done by NHIT Entities at its own discretion. Accordingly, NHIT has the right to award the work to any of the Empaneled Trainer(s), depending on the exigencies, nature and magnitude of the Training.

15. **Empanelment with NHIT**

15.1. NHIT proposes to empanel at least 2 (two) **Agencies/Firms** for a period of Two years.

15.2. The respective empanelment may be extended by further one year by NHIT Entities 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. **Engagement for Future Trainings**

16.1. NHIT may appoint one or multiple Agency/Firm from the respective pool of empaneled Agencies/Firms for a single entity.

16.2. For the purpose of clarity, NHIT may choose not to appoint any Agency/Firm from the respective empanelment pool created through this RFE for Training.

17. **Documents to be submitted along with the Bid**

17.1. 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.

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- 17.2. Bid in the form provided in the RFE duly signed by the authorized representative of the bidder on all pages.
- 17.3. Detailed profile of the Bidder certified by Authorized Signatory of the Bidder.
- 17.4. 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 Bidder(s), at a later stage.
- 17.5. Undertaking in the format provided in the RFE duly signed by the authorized representative of the bidder on all pages.

18. **Key Terms and Conditions of Empanelment**

- 18.1. NHIT reserves the right to curtail or extend the validity period of empanelment of a Financial Advisor.
- 18.2. NHIT will have the right to remove any Empaneled Advisor from the empaneled list without assigning any reason whatsoever and without any cost & compensation therefore NHIT also reserves the right to replace/remove/ appoint any new empaneled bidder as the Trainer for an ongoing or future Training at any stage of the Training or Empanelment Period.
- 18.3. The Empaneled Advisors are expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to NHIT's Interest.
- 18.4. Each Empaneled Trainer will maintain confidentiality on matters disclosed.
- 18.5. 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.
- 18.6. Each bidder should undertake that during the empanelment period, the Empaneled trainer would make no change in the composition of the Proposed Team (as submitted in the Technical Proposal) and if any change happens, then the replacement should have higher or equivalent to the exiting member.

19. **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 NHIT entities 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 at New Delhi.

20. **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.

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

It is our policy to conduct all our business in an honest and ethical manner. We take a zero-

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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.

22. **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.

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.

23. **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. Identity Verification

- Verification of government-issued identity documents (Aadhaar, PAN, Passport, Driving License, Voter ID, etc.).
- Ensuring the candidate's identity is authentic and valid.

2. Address Verification

- Physical verification or digital verification of current and permanent residential addresses.
- Submission of geo-tagged photographs (for physical verification).
- Confirmation via local authorities/neighbors where applicable.

3. Education Verification

- Verification of highest educational qualification and other required certificates.
- Cross-check with universities, boards, institutions, or authorized databases.
- Flagging any fake/invalid certificates.

4. Employment Verification

- Verification of past employment details (designation, tenure, last CTC, conduct, reason for leaving).
- Direct HR confirmation or official email confirmation from previous employers.
- Validating experience certificates & relieving letters.

5. Criminal Background Check

- Police verification where required (present and native address).
- Court record checks through district, session, and high courts using approved databases.
- Reporting any pending FIRs, charges, convictions, or legal cases.

6. Database & Reputational Checks

- Global database check (if applicable).
- Scan through public records, negative media checks, and watchlists.
- Professional reputation assessment wherever feasible.

7. Reference Check

- Telephonic or written verification from professional references.
- Validation of character, competence, behavior, and job performance.

8. Document Validation

- Verification of authenticity of documents uploaded by candidates (ID proof, marksheets, experience certificates, etc.).
- Using secure tools to detect tampering, forgery, and digital manipulation.

9. Reporting Requirements

- Creation of detailed verification reports for each candidate.
- Categorization as *Clear* / *Discrepancy* / *Major Discrepancy* / *Not Verified* / *Insufficient Data*.
- TAT (Turnaround Time) compliance report.
- Dashboard access for real-time tracking (if available).

10. Support & Escalation

- Dedicated relationship manager for coordination.
- Escalation matrix for urgent cases.
- Re-verification support in case of disputes.

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To summarize above, please find the table below:

S. No.	Report Coverage	Type of Check	Coverage
1	Interim Report	Court Record	Court Record of the Native Place
2	Interim Report	Police Verification (In case of Project Managers and Toll Managers only)	Police Verification of the Native Place
3	Interim Report	FIR Check and Defined Database Check (2 checks)	FIR Check of the Native Place and place of working
4	Final Report	Employment Details Check	Last 3 employment including the preceding employment. - Last 2 employment (prior to immediately preceding employment checks) should be initiated before joining and after acceptance. - Preceding employment checks should be initiated once the prospective employee is onboarded.
5	Final Report	Education Details Check	Qualification basis which the selection is done

Deliverables

- Individual BGV reports in PDF or portal format.
- Monthly consolidated BGV summary reports.
- Verification logs and evidence (emails, screenshots, contact details, etc.).
- Audit-compliant record maintenance for minimum 3–5 years.

Additional Requirements:

a. Compliance & Confidentiality

- Strict compliance with IT Act, 2000 & GDPR-like privacy practices.
- NDA to be signed.
- Agency must ensure confidentiality of employee information.

b. Service Level Agreement (SLA)

- TAT:
 - Basic checks: 3–5 working days
 - Employment/Education: 5–10 working days
 - Criminal check: 7–15 working days
- Accuracy level: >99% verified data quality.

National Highways Infra Trust

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Section 4: Form of Technical Proposal

(On the letter head of the bidder)

Section A: General Information

- (i) Commitment(s) which shall act either as a constraint or as a conflicting interest in the proposed assignment (if any).

Section B: Technical Information

S. No	Evaluation Criteria and Scoring Guidance	Maximum Marks	
1	Experience in Years in similar services (minimum 5 years)	25	
	Number of years		Number of Marks
	From 5 Years to less than 8 years		15
	From 8 Years to less than 12 years		20
	More than 12 Years		25
2	Turnover/Income of Bidder from Similar Services	25	
	Cumulative Turnover/Income from Similar Services in the last 3 FY.		
	50 Lacs to Less than 75 Lacs		15
	75 Lacs to Less than 100 Lacs		20
	100 lacs or more		25
3	Number of Assignments completed in last 3 Financial Years	25	
	Number of Relevant Assignments		Number of Marks
	Minimum 9 to 12		15
	13 to 15		20
	16 or more		25
4	Clients in government/PSUs/large corporations	25	
	Total Technical Score	100	

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 NHIT, NHIT's decision shall prevail.

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

National Highways Infra Trust

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Section 5: Form of Financial Proposal

(On the letter head of the bidder)

Subject: Request for Empanelment ("RFE") issued by National Highways Infra Trust for Empanelment of Agencies/Firms for Background Verification Services for National Highways Infra Investment Managers Private Limited (NHIIMPL) and SPVs under National Highways Infra Trust, collectively referred as "NHIT-entities"

To,
Shri Sandeep Khosa
GM, Procurement, NWPPL
National Highways Infra Trust,
Unit No. 324, D21 Corporate Park, Sector 21
Dwarka, New Delhi
E-mail: Tender@nhit.co.in

1. Fee:

S. N.	Description of Services	Fees In INR Ex. GST
1	Fees for Background verification Services of each employee as per scope mentioned in this RFE document, Corrigendum and Addendum thereof.	

2. Terms and Conditions

- The Agency shall be paid a fixed fee per employee, which shall be quoted by the bidder in the Financial Proposal.
- The quoted fee shall be inclusive of all professional charges, administrative expenses, data verification costs, communication costs, travel (if required), and any other out-of-pocket expenses. No additional charges shall be payable unless specifically approved in writing by the Client, however, Police Fees, University Fees, Court Fees may be paid extra on submission of payment proof.
- Applicable GST and statutory taxes shall be paid extra at prevailing rates; TDS shall be deducted at source as per applicable law.
- The agency shall provide all necessary tax invoices as per statutory requirements.

**Name, Signature & stamp of
Authorized Signatory**

National Highways Infra Trust

 National Highways Infra Trust	Request for Empanelment of Agency/ Firm for Background Verification	Doc No.: NHIT/FY25-26/ RFE /Background Verification
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Section 6: 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 NHIIMPL.
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 Trainer or on its deliverables pursuant to this bid/ RFE.
6. All the information submitted as part of the Bid is true and correct.

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: