

National Highways Infra Trust



Request for Proposal of Managed services-IT Support

Doc No.: NHIT/FY25-26/ RFP/
Managed services-IT Support-02

Tender No. NHIT/FY25-26/RFP/Managed services-IT Support-02

Request for Proposal (“RFP”) issued by National Highways Infra Trust (NHIT) on behalf of National Highways Infra Trust (NHIT) and SPVs under NHIT for Appointment of Service Provider for “Managed services-IT Support” for NHIT and SPVs Under NHIT

BID SUMMARY		
1.	Last date and time for receipt of Bidding Documents	09 February 2026 up to 17:00 Hrs
2.	Date and Time of Opening of Bids	09 February 2026 at 18:00 Hrs
3.	Place of opening of Bids	NATIONAL HIGHWAYS INFRA TRUST 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: 29.01.2026

Registered Office: NHAI Building, G-5 & 6, Sector-10, Dwarka, New Delhi-110075. Tel: 011-25076536.

Corporate Office (Delhi): Unit No. 324, 3rd Floor, D-21, Corporate Park, Sector-21, Dwarka, New Delhi-110077. Tel: 011-45120397.

National Highways Infra Trust



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DISCLAIMER

The information contained in this Request for Proposal ("RFP") 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 RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor an invitation by NHIT to interested parties who submit their quote (henceforth "Bidders") in response to this RFP. The purpose of this RFP is to provide Bidders with information that may be useful to them in preparing and submitting their proposals ("Proposal") for Service Provider for "Managed services-IT Support" for NHIT and SPVs Under NHIT.

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 RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained herein or deemed to form part of this RFP 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 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 issue of this RFP does not imply that NHIT-entities are bound to select any Bidder(s) for any project. 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 RFP for bona fide reasons, which will be notified to all the Bidders invited to tender. Further NHIT-entities hereby reserves its right to annul the process at any time prior to issuance of the 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 NHIT-entities or any other costs incurred regarding or relating to its Bid. All such costs and expenses will remain with the Bidder and NHIT-entities shall not 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 RFP 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 for Appointment of Service Provider for "Managed services-IT Support" for NHIT and SPVs Under NHIT.
2. Service Provider will be selected under the Quality and Cost Based Selection Method as described in this RFP and in accordance with the practices of NHIT.
3. The RFP includes the following documents:
Section 1 – Notice Inviting Tender
Section 2 – Instructions to Bidders
Section 3 – Scope of work
Section 4 – Form of Technical Proposal
Section 5 – Form of Financial Proposal
Section 6 – Undertakings
4. The RFP is uploaded on the website of NHIT at www.nhit.co.in.
5. **Brief Description of Bidding Process**
 - 5.1 NHIT has adopted a two-stage evaluation process for selection of the Bidder(s) for Appointment of Service Provider /Agency, the technical bid (the "Technical Bid") and the financial bid (the "Financial Bid") containing the amount quoted by 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.
 - 5.2 After the submission of the Technical Bids, each of the responsive Bidders shall be invited to make a presentation of their proposal to NHIT. The date and time of presentations would be intimated to Bidders separately by NHIT-entities through email. The Presentation shall be made through either video-conferencing facility or in person meeting at NHIT office at New Delhi/Mumbai.
 - 5.3 Only those Bidders whose Technical Bids are found to be responsive and meeting the Minimum Eligibility Criteria (hereinafter referred to as "Technically Qualified Bidders") in terms of this RFP, shall be invited to participate in the opening of their Financial Bids. 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 Financial Bid. The date and time of opening of Financial Bids of such Technically Qualified Bidders, will be informed to them separately by NHIT-entities through email or uploaded on the NHIT website. The Financial Bids will be opened physically at the location provided in such communications. Only one representative of the Technically Qualified Bidder shall be allowed to attend the opening of the Financial Bids.
 - 5.4 The Financial Bid of each technically qualified bidder shall be opened and evaluated.
6. Any queries or request for additional information concerning the RFP 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 Proposal ("RFP") issued by National Highways Infra Trust for Engagement of Service Provider for NHIT and SPVs under National Highways Infra Trust (NHIT)".

7. Address for Communication:

Shri Sandeep Khosa

GM Procurement, NWPL

National Highways Infra Trust,

Unit 324, D21 Corporate Park, Sector -21, Dwarka, New Delhi, 110077

E-mail: tender@nhit.co.in

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8. **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	Schedule of Events
1.	Last date for receiving queries from bidders	03 February 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	04 February 2026
4.	Bid due date and Time (Last date for bid submission)	09 February 2026 up to 17:00 Hrs
5.	Place of submission of Bids	Unit 324, D21 Corporate Park, Sector -21, Dwarka, New Delhi, 110077-India
6.	Opening of Technical Bids	09 February 2026 at 18:00 Hrs Unit 324, D21 Corporate Park, Sector 21, Dwarka, New Delhi – 110077
7.	Opening of Financial Bids	Will be intimated later
8.	Technical Presentation	Will be intimated later
9.	Validity of proposals	120 days from Bid Due Date
10.	EMD	Rs. 1,20,000 (One Lac Twenty Thousand) in the name of National Highways Infra Trust (NHIT) in the form of Demand Draft/Bank Guarantee, which will be refunded to unsuccessful bidders Within [30] days of bid finalization.

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Section 2. Instructions to the Bidders

1. Introduction:

- 1.1. About the company: Please refer to our website www.nhit.co.in.
- 1.2. NHIT is planning to appoint one consultant to NHIT and SPVs under NHIT, for rendering Managed IT services for NHIT and SPVs under NHIT.

2. Proposal

- 2.1 NHIT seeks proposals for the Appointment of "Service Provider for NHIT and SPVs under NHIT as per scope of work given in Section 3 – Scope of Services of the RFP document ("Services").

3. Clarification and Amendment of RFP Documents

- 3.1 Bidders may request clarifications on any of the RFP 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 RFP 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 RFP 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 RFP by issuing an addendum/ amendment in writing or by standard electronic means. The addendum/amendment shall be uploaded on the website 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 I containing the Technical Bid of the "Service Provider for NHIT and SPVs under NHIT". The proposal should be in the manner and format as prescribed in RFP Section 4 – Form of Technical Bid.
 - 4.1.2 Envelope II containing the Financial Bid of the "Service Provider for NHIT and SPVs under NHIT". The proposal should be in the manner and format as prescribed in Section 5 – Form of Financial Bid. The financial proposal of only those Bidders shall be opened which meet the technical criteria. Please note that proposals with any conditionality will be summarily rejected.
- 4.2 Proposals (i.e. the aforesaid two sealed envelopes put in a single sealed envelope marked as **"Bid- Proposal for Appointment of Service Provider for NHIT and SPVs under NHIT"** 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 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 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.

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- 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, 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 of Section 2 above, mentioning "Revised Bid" on the top of the sealed envelope and the original bid envelope will be returned to the Bidder. No Technical or Financial Bid may be modified after the Bid Due Date. Withdrawal or modification of Technical or Financial Bids between the Bid Due Date and Expiration of Bid validity shall result in disqualification from the bidding process.

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

- 6.1 The Technical Bids will be opened after the due date at the time prescribed in the RFP 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 Technical Bids, each of the responsive Bidders shall be invited to make a 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 RFP and shortlisted for the purpose of opening their Financial Bids.
- 6.5 Except in case any clarification is asked for 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, the NHIT shall determine as to whether each Bid is responsive to the requirements of this RFP document. A Bid will be declared non-responsive in case:**

- a. If a Bidder submits more than one Bid against this RFP.
- b. The physical bid submissions are incomplete/ inadequate to the requirements of the RFP Documents.
- c. Documents are submitted loose. (To clarify, the documents should be serially numbered or to be submitted in bounded form).
- 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 RFP document.
- f. Failure to comply with all the requirements of RFP document by a Bidder.
- g. If the Bid is not submitted in the formats prescribed in the RFP 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 RFP document.
- j. A Bid valid for a period of time shorter than prescribed in the RFP document.

8. **Conflict of Interest**

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

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have the 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/Services, 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 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. **Appointment Period**

NHIT propose to engage Service Provider for NHIT and SPVs under NHIT (s) for a period of One year. The employment may be extended by a further one year by NHIT or SPVs under NHIT subject to satisfactory delivery of services by Service Provider and approval from Competent Authority.

12. **Minimum Eligibility Criteria**

- 12.1 This RFP is open to reputed and established companies/firms registered in India for providing the specified services, with a continuous period of operation of at least three (3) years as on the Bid Due Date.
- 12.2 Bidder must have minimum cumulative turnover of Rs. 30 lacs during the last three financial years ending 31/03/2023, 31/03/2024 and 31/03/2025.
In respect of these criteria, the bidder should submit audited financial statements of the bidder of last three financial years reflecting the average annual turnover. Alternatively, the bidder may submit a certificate from the bidder's auditor specifying the same during the last three financial years.
- 12.3 The bidder should have completed or be currently executing works which are related to the IT/Cyber Security at CPSU/SPSU/Gov companies/ Gov organizations/ regulatory authorities.
- 12.4 The bidder should be CERT-IN empaneled, if empanelment certificate is not immediately available, an undertaking needs to be submitted, provided certificate is provided on or before the date of issuance of order.
- 12.5 Land Border: The bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office memorandum- F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares land border with India means:
 - a. An entity incorporated, established, or registered in India; or
 - b. subsidiary of an entity incorporated, established in India or
 - c. An entity substantially controlled through entities incorporated, established, or registered in India; or
 - d. An entity whose beneficial owner is situated in India; or
 - e. An Indian (or other) agent of such an entity.

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- 12.6 Bidders to submit self-certified copy of certificate of Incorporation/registration issued by the relevant Authorities.
- 12.7 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 a minimum of 70 marks shall be considered as Technically Qualified Bidder.
- 12.8 **Legal Entity:** The bidder should be a Legal Entity registered under the Companies Act, 2013 or the Companies Act, 1956 OR a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 or Proprietorship firm.
- 12.9 **Blacklisting:** The bidder should not be debarred/ blacklisted by any Government Agency/ PSU in India as on date of submission of the Bid.
- 12.10 **Legal:** The bidder should not be subjected to any legal action for any cause in any legal jurisdiction in the last five years which would materially affect its ability to perform under this RFP.

13. **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:

- 13.1 Submitted the proposal documents after the response deadline.
- 13.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 13.3 Failed to provide related clarifications, when sought.
- 13.4 Respondent or its directors declared ineligible by CPSU/ SPSU/ Government companies/ Government organizations/ regulatory authorities for corrupt and fraudulent practices or blacklisted.
- 13.5 Had undergone any disqualification/cancellation of registration by PSU/CPSU/SPSU in India in last 3 years due to malpractices being followed by the bidder or any individual partner.

14. **Technical Evaluation Criteria:**

- 14.1 Technical Evaluation shall be based on the Technical Bid submitted by the Bidders as per Section 4 – Form of Technical Proposal of this RFP.
- 14.2 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. For the computation of combined scores, the technical scores will be given a weightage of 70% as follows:
Weighted technical scores (TS) = Total technical score x 0.70
Where Total technical score would be as computed under Section 4.
- 14.3 The Technical Proposal shall be submitted in physical form along with all supporting documentation/ information as mentioned along with the criteria.
- 14.4 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 or as informed by representative of NHIT.
- 14.5 The presentations shall cover the following and shall be evaluated accordingly:
 - Experience of serving clients in Indian Infrastructure sector especially in roads sector.
 - Team Profile, Approach/Methodology for headhunting the talent, Team experience in InvITs/Roads/Infra Sector.
- 14.6 The Bidders would be evaluated on the criteria mentioned in Section 4 based on their Proposals received and shortlisted for the purpose of opening of their Financial Bids.

15. **Financial Proposal**

- 15.1 After the short listing of Bidders based on their Technical Proposal including the presentation (if required), the Financial Proposals of only Technically Qualified Bidders would be opened. The Technically Qualified Bidders, if they so desire, may remain present at the time of the opening of

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the Financial Proposals. The date and time of opening of the Financial Proposals will be shared on NHIT website.

15.2 The Financial Proposal for the Technically Qualified Bidders will be given a weightage of 30%. The lowest price bid shall be given a financial score of 30 and the financial score of other bidders shall be made inversely proportionate to their prices as follows:
 The Lowest Financial Proposal ("LFP") will be given a Financial Score ("FS") of 30 points
 $FS \text{ (other bidders)} = 30 \times LFP / F$ (F= amount of Financial Proposal)

16. Procedure for Selection of Service Provider

16.1 Post qualification of the minimum eligibility criteria, the bidder(s) will be selected under Quality and Cost Based Selection ("QCBS") method as described in this section and in accordance with the practices of NHIT.

16.2 Proposals will finally be ranked according to their combined technical score (TS) and Financial Score (FS) as follows:

$$S = TS + FS$$

16.3 The combined score on the basis of Quality and Cost Based System (QCBS) of technical and financial proposals will determine the bidder who would be selected.

16.4 In case two or more Bidders have a tie in their combined scores, the relative rankings would be determined such that the Bidder with higher financial score (as computed in Section 5 (Financial Proposal) will be assigned work. Further, if the tied Bidders also have a tie in their financial scores, the relative rankings would be determined based on the Bidder with higher score obtained as per its Technical Proposal (Section 4).

17. Payments Schedule

17.1 The payment for the Services will be paid within 45 days of Submission of Invoices duly approved by AVP- F &A, or CFO.

18. **Tax Payment - GST Payment Clause:** The bidder must have a valid GST Registration and PAN in India. In case of payment to a GST registered supplier, GST amount as claimed in the invoices by the consultant/contractor/vendor in terms of provisions mentioned in the Contract Agreement/ Purchase Order may be paid along with their invoices subject to:

18.1 The GST portion that would be released would be proportionate to the amount of work certified as due for payment.

18.2 If the GST for any previous invoice is not reflected or reflected incorrectly in GSTR-2B after the due date of filling Return under GST Act is over, then for further payments the GST portion will be withheld till the previous GST amount is reflected accurately in GSTR-2B and position to the extent as depicted above is rectified.

18.3 However, the GST portion for the final invoice will be withheld till the GST of all invoices including the final invoice are accurately reflected in the GSTR-2B

18.4 If a consultant/contractor/vendor abandons their work before completion, the unpaid GST portion of all invoices raised by them shall be withheld until the GST portion for the said invoices are reflected accurately in GSTR-2B.

19. Documents to be submitted along with the Technical Bid

19.1 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.

19.2 Technical bid in the form provided in the RFP duly signed by the authorized representative of the bidder on all pages.

19.3 Detailed profile of the Bidder certified by Authorized Signatory of the Bidder

19.4 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.

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

20. **Financial Bids / Fees**

- 20.1 The Bidder is required to submit financial proposal as per Section 5 – Form of Financial Proposal.
- 20.2 The fee quoted should be unconditional.
- 20.3 NHIT shall pay the Service Provider the applicable fees as detailed in Section 2 above, as sole compensation for the performance of the Services for the respective assignments.
- 20.4 The fees shall be payable as per payment schedule (clause 18 of this section) after submission of an appropriate tax invoice.

21. **Key Terms and Conditions of Engagement**

- 21.1 NHIT will have the right to remove the Service Provider from the engagement without assigning any reason whatsoever and without any cost & compensation, therefore.
- 21.2 The Service Provider are expected to maintain a high level of professional ethics and will not act in any manner, which is detrimental to NHIT's Interest.
- 21.3 The Service Provider will maintain confidentiality on matters disclosed.

22. **Dispute Resolution**

Any dispute arising out of the RFP, 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 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 parties(ies) and such appointment shall be final and binding on the other disputing parties. The venue of the arbitration shall be New Delhi.

23. **Indemnification:**

The Agency shall hold SPVs under NHIT and 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.

24. **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.

25. **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 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.

26. Governing Law and Jurisdiction

This RFP 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.

27. Ethics & integrity:

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

28. Matter of Confidentiality:

Each Agency/Firm will maintain confidentiality on matters disclosed.

Bidders must sign a Non-Disclosure Agreement (NDA) with NHIT post issuance of the Letter of Award (LOA), should NHIT deem it necessary.

29. LOA / LOE /WO Acknowledgement & Mobilization:

As a token of acceptance, you are requested to acknowledge the receipt of LoA/WO/PO with official seal & sign form the authorized signatory along with all Annexures (if any) - within 3 working days and initiate the process for the signing of the Agreement/WO.

30. Right of Removal:

NHIT will have the right to remove any selected Agency/Firm from the selection list without assigning any reason whatsoever and without any cost & compensation therefore NHIT also reserves the right to replace/remove/ Appoint any new Agency/Firm as the Agency/Firm for an ongoing or future Requirements at any stage.

31. GENERAL TERMS AND CONDITIONS:

- 31.1. The Agency/Firm is solely responsible for ensuring the timely submission of their Bids to our office.
- 31.2. The Agency/Firm shall not sublet, subcontract, transfer or assign the package and should offer Terms with 100% Carrying Capacity.
- 31.3. The undersigned reserves the right to reject any or all bids without assigning any reason or whatsoever.

32. GENERAL INFORMATION

- 32.1. Profile of the Vendor with full particulars of the constitution, ownership, and business activities of the prospective Vendor shall be provided along with the Bid/Proposal.
- 32.2. The bidder shall submit an Analysis of Rates along with their Financial Proposal.
- 32.3. Commitment(s) which shall act either as a constraint or as a conflicting interest in the proposed assignment (if any) shall be provided along with the Bid/Proposal.
- 32.4. The Bidder shall visit the site before submission of Bid/Proposal.

National Highways Infra Trust



Request for Proposal for Managed Services – IT Support

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Section 3: Scope of work

NHIT is looking for a Vendor to provide the **Managed Services – IT & Information Security** at its Location/s (including Toll Plazas, under SPVs of NHIT). This section contains the Scope of Work for the services that need to be delivered.

1.1. Location:

All the Offices (and Equipment contained) of Entities of NHIT and the Toll Plazas Under SPVs of NHIT.

1.2. Scope of Work shall include:

1.2.1. Network Consultancy

- Review of Current Network Setup and Network Device Configuration
- Review of Firewall Rules and Design
- Recommendation against Current Gaps
- Implementation of changes as per business requirement
- Design and Support of Building LAN/WIFI Setup at Locations

1.2.2. Security Framework:

- Design/Modification of Security Framework in line with industry best practices.
- Creation of Policies and Procedure Documents as per Framework
- Implementation of Security Framework.

1.2.3. Security Assessment:

- Infrastructure Configuration (frequency to be decided as per business requirements)
- Application VA/PT / API Testing (frequency to be decided as per business requirements)
- Cloud Security Posture Assessment (frequency to be decided as per business requirements)
- Internal Audits to check compliance to Security Policies and Procedures.

1.2.4. Monitoring and Operations:

- Design of a Monitoring Setup for Network Devices
- Design and Implementation of a Central Log Server
- Governance of Day-to-Day Operational Tickets and issues
- Analyze data to identify trends to help management make informed decisions.

1.2.5. Design & Technology Roadmap:

- Gathering of Business Requirements
- Evaluate the current applications, OS and hardware wrt to business requirement.
- Suggest and support in the optimization of existing systems wherever possible.
- Propose the possible solutions that will complement/Replace the existing systems to meet the business requirements.
- Help in Drafting Technical Specifications for Proposal/RFP for IT systems.
- Support the Technical Evaluation of Proposed Solutions.

1.2.6. Process and SOP

- Documentation and Implementation of Standard IT Processes

1.2.7. Cloud Setup

- Design of Cloud Setup in-Line with Business Requirements
- Support in Setup and Troubleshooting for any operational issues.

1.2.8. Continuous Improvement:

- Regular Audit to verify the compliance to policies and Procedure.
- Incorporate feedback and lessons learned to modify the current IT Framework.

1.2.9. AD-HOC Requirements

- Provide L3 Onsite support personnel for issues/New Implementation related to IT of Information Security

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Section 4: – Form of Technical Proposal

(On the letter head of the bidder)

To

Shri Sandeep Khosa

GM Procurement, NWPL

National Highways Infra Trust,
Unit 324, D21 Corporate Park, Sector 21,
Dwarka, New Delhi – 110077

Sub: Request for Proposal (“RFP”) issued by National Highways Infra Trust (NHIT) on behalf of National Highways Infra Trust (NHIT) and SPVs under NHIT for Appointment of Service Provider for “Managed services-IT Support” for NHIT and SPVs Under NHIT.

Technical Information

Sr. No.	Criteria	Compliance	Marks	Document
1	Similar Experience	Min 1 Project – 10 Marks Additional 5 mark for each per Project	30	Valid Copy of PO / WO or Completion certificates
2	Experience in Toll Plaza	Team should have the Experience of providing IT Audit at Toll Plaza 2 Assignments – 5 marks 2 additional marks for each additional assignment	20	Completion Report
3	Certification	The Team engaged in project should have at least one of following Certifications or Equivalent: 1. CCNP 2. CISSP 3. CISA 4. RHCE	10	Copy of the Certifications
4	Organization Expertise	Technical Expertise of the Organization	25	Technical Presentation/Proposal
5	Turnover of Bidder (cumulative)	Minimum 30 lacs in last 3 Years 30 lacs to less than 50 lacs – 5 marks 50 Lacs to less than 75 lacs – 10 marks 75 lacs or more – 15 marks	15	
Total			100	

Name & Signature of Bidder's Authorized Signatory

Date

National Highways Infra Trust



Request for Proposal for Managed Services – IT Support

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Section 5: - Form of Financial Proposal

(On the letter head of the bidder)

Financial Proposal

To

Shri Sandeep Khosa

GM Procurement, NWPL

National Highways Infra Trust,
Unit 324, D21 Corporate Park, Sector 21,
Dwarka, New Delhi – 110077

Sub: Request for Proposal (“RFP”) issued by National Highways Infra Trust (NHIT) on behalf of National Highways Infra Trust (NHIT) and SPVs under NHIT for Appointment of Service Provider for “Managed services-IT Support” for NHIT and SPVs Under NHIT

Financial offer of bidders must be submitted in the following manner (as given below): -

S. No.	Particulars	Fees	Qty.	Unit	Amount in INR (Exclusive of GST)
1	Monthly Cost		12	Month	
2	Cost of L3 onsite Support		0	Per Day	
	Total (in Words)				

- A single bidder will be appointed for all entities mentioned above on L1 Basis.
- Selected Vendor may be considered for upcoming SPVs under NHIT during engagement period, subject to written approval from respective entities.

Name & Signature of Bidder's Authorized Signatory

Date:

Notes for the bidder

1. The fee quoted should be limited to 2 (two) decimal points and shall remain FIRM during the term of the contract.
2. The fee quoted by the bidder should be inclusive of all charges except applicable GST, which shall be paid extra as applicable. Taxes should be indicated separately while raising the bills for payment of fee.
3. The fee will be payable in Indian Rupees after successful completion of the Services as mentioned in clause 17 of Section 2 of this RFP Withholding taxes, as applicable, will be deducted at the time of making payment.

National Highways Infra Trust

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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 the proposal.
2. No other fees/ cost/ expenses/taxes/levies shall be payable by NHIT/ SPVs under for the Services rendered by Bidder / Empaneled Firm except as mentioned in Financial Proposal as mentioned in the RFP.
3. The Bidder has not been banned/ blacklisted/ de-listed/ disqualified/ debarred by government agency/ quasi-government agency/ PSU to participate in their tenders for Engagement. 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.
4. The Bidder does not have any conflict of interest which is prejudicial to the scope of work. 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 or SPVs under NHIT.
5. The Bidder has adequate infrastructure, personnel, resources to carry out the required Services and are eligible to act as Service Provider Firm. The Bidder has understood the scope of work properly and shall comply with the terms of engagement.
6. 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 Tax Consultancy firm or on its deliverables pursuant to this bid/ RFP.
7. All the information submitted as part of the Bid is true and correct.

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

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

Date: