

**NATIONAL HIGHWAYS INFRA INVESTMENT MANAGERS PRIVATE LIMITED**

Registered Office: G 5 & 6, Sector-10, Dwarka, New Delhi

CIN: U65929DL2020GOI366835

Email: [procurement@nhit.co.in](mailto:procurement@nhit.co.in)

**Request for Proposal (“RFP”) issued by National Highways Infra Investment Managers Private Limited (NHIIMPL) for appointment of Consultant/Consultancy Firm to establish an effective technology ecosystem for National Highways Infra Investment Managers Private Limited (NHIIMPL) National Highways Infra Trust (NHIT) and SPVs under National Highways Infra Trust**

<b><u>BID SUMMARY</u></b>		
1.	Last date and time for receipt of Bidding Documents	14 <sup>th</sup> March, 2023 upto 15:00 Hrs
2.	Date and Time of Opening of Bids	At 16:00 Hrs on 14 <sup>th</sup> March, 2023
3.	Place of opening of Bids	NHAI – HQ, G 5 & 6, Sector-10, Dwarka New Delhi

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

**NATIONAL HIGHWAYS INFRA INVESTMENT MANAGERS PRIVATE LIMITED**

G 5 & 6, Sector 10, Dwarka, New Delhi – 110 075

Email: [procurement@nhit.co.in](mailto:procurement@nhit.co.in)

Date: 24 February 2023

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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 NHIIMPL, NHIT and SPVs under NHIT 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 NHIIMPL 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 selection as Consultant /Service Provider agency with **NHIIMPL, NHIT and SPV's Under NHIT** as per notified norms.

NHIIMPL 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 NHIIMPL at the time of application & subsequently, is true to the best of it's knowledge and belief, and specially warrants that it has duly complied with the provisions of laws applicable to it. Bidder indemnifies NHIIMPL 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 NHIIMPL is bound to select any Bidder(s) or select any Bidder(s) for any project. NHIIMPL 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 NHIIMPL hereby reserves its right to annul the process at any time prior to issuance of Purchase Order 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 or any other costs incurred regarding or relating to its Bid. All such costs and expenses will remain with the Bidder and NHIIMPL 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.

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

1. The National Highways Infra Investment Managers Private Limited (hereinafter referred to as “NHIIMPL”) on behalf National Highways Infra Trust (hereinafter referred to as “NHIT” or “InvIT”), invites bids from reputed parties for selection of Consultant/ Consultancy Firm to establish an effective technology ecosystem for NHIMPL, NHIT and SPVs under NHIT as detailed in this RFP.
2. Service Provider will be selected under Quality and Cost Based Selection Method as described in this RFP and in accordance with the practices of InvIT.
3. Service Provider shall initially be appointed for a period of Two years Based on the performance of the Service Provider, NHIIMPL may extend the term of the Service Provider’s appointment at its sole discretion.
4. 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

5. The RFP is uploaded on the website of NHA InvIT at [www.nhaiinvit.in](http://www.nhaiinvit.in)
6. Brief Description of Bidding Process
  - 6.1 NHIIMPL has adopted a two-stage evaluation process for selection of the Bidder(s) for award of the services: 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.
  - 6.2 After the submission of the Technical Bids, each of the Bidders shall be invited for making presentation of their proposal to NHIIMPL. The date and time of presentations would be intimated to Bidders separately by NHIIMPL through email. The Presentation shall be made through either video-conferencing facility or in person meeting at NHIIMPL office at New Delhi.
  - 6.3 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 letter 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 NHIIMPL through email or uploaded on the NHIIMPL 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.
  - 6.4 The Financial Bid of each technically qualified bidder shall be opened and evaluated.
7. 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: RFP issued by National Highways Infra

Investment Managers Private Limited for appointment of Consultant/ Consultancy Firm to establish an effective technology ecosystem”

8. **Address for Communication:**

**National Highways Infra Investment Managers Private Limited,  
G-5 & 6, Sector-10, Dwarka, New Delhi, 110075  
E mail: [procurement@nhit.co.in](mailto:procurement@nhit.co.in)**

9. **Schedule of Bidding Process.**

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

<b>Sl. No.</b>	<b>Description of Events</b>	<b>Date</b>
1	Last date for receiving queries from bidders	6 <sup>th</sup> March, 2023 upto 15:00 Hrs
	Pre-bid queries	No pre-bid meeting. The bidders have to submit their queries through email which will be replied at NHA InvIT website/through email.
2	NHIIMPL's response to queries latest by	10 <sup>th</sup> March, 2023 upto 17:00 Hrs
3	Bid due date (Last date for bid submission)	14 <sup>th</sup> March 2023, upto 15:00 Hrs
4	Opening of Technical bids	At 16:00 Hrs on 14 <sup>th</sup> March 2023, at NHIIMPL Office, New Delhi
5	Letter of Award (LOA)	Will be intimated later
6	Technical Presentation	Will be intimated later
7	Validity of proposals	120 days from Bid Due Date

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

### **1. Introduction :**

National Highways Authority of India (“NHAI”), being the Sponsor of NHIT settled the National Highways Infra Trust on October 19, 2020, as a contributory irrevocable trust, pursuant to the Trust Deed executed under the provisions of the Indian Trusts Act, 1882. The NHIT was registered with SEBI on October 28, 2020, as an infrastructure investment trust under Regulation 3(1) of the InvIT Regulations having registration number IN/InvIT/20-21/0014. The NHAI settled NHIT for an initial sum of ₹ 10,000. NHIIMPL has been appointed as the Investment Manager of the NHIT.

The InvIT had pursuant to an initial Private Placement raised Unit capital from various investors on the 3rd of November 2021 and purchased the National Highways Infra Projects Private Limited (“NHIPPL”) from NHAI. The said Units were listed on both BSE and NSE on the 10th of November 2021.

National Highways Infra Investment Managers Private Limited (NHIIMPL) was incorporated as a private limited company on July 25, 2020, under the Companies Act, 2013. The Investment Manager was initially incorporated as a wholly owned subsidiary of NHAI. Subsequently, NHAI transferred its entire shareholding in the Investment Manager to the President of India, acting through the Ministry of Road Transport and Highways, Government of India. Accordingly, at present, the Investment Manager is a government company as defined under the Companies Act, 2013, as amended.

The NHIPPL is a private limited company incorporated on July 23, 2020, at New Delhi, under the Companies Act, 2013. The current paid up capital of the NHIPPL is 1294.10 Cr. The NHIT (jointly with its nominee) holds 100% of the issued, subscribed and paid-up share capital of NHIPPL.

The NHIPPL had entered into five (5) independent Concession Agreements with the NHAI for concessions of each of the Toll Roads. The Concession Agreements provide the NHIPPL the right to collect tolls for a period of 30 years from users of each Toll Road w.e.f Dec. 16 2021.

Subsequently NHIPPL had entered into Three (3) independent Concession Agreements with the NHAI for concessions of each of the Toll Roads. The Concession Agreements provide the NHIPPL the right to collect tolls for a period of 20 years from users of each Toll Road w.e.f October 29 2022.

### **2. Proposal**

- 2.1 NHIIMPL seeks proposal for the appointment of a Service Provider for selection of Consultant/ Consultancy Firm to establish an effective Technology Ecosystem for NHIIMPL, NHIT and SPVs under NHIT. Detailed scope of work as given in Section 3 – Scope of Work of the RFP document (“Services”).

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

- 3.1 Bidders may request for 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 NHIIMPL’s address indicated in the RFP or by e-mail to [procurement@nhit.co.in](mailto:procurement@nhit.co.in) NHIIMPL 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 NHIIMPL 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, NHIIMPL 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 of NHAI InvIT at <https://nhaiinvit.in/> and NHAI at <https://nhai.gov.in> which will be binding on all Bidders. To give Bidders reasonable time for considering the addendum/ amendment in their Bids, NHIIMPL 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”. 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”. 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 envelopes put in a single sealed envelope marked as **“Bid - Proposal for selection of Consultant/ Consultancy Firm to establish an effective technology ecosystem by National Highways Infra Investment Managers Private Limited”** 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 the Bidder, supported by the relevant authorization document. No Proposal will be entertained after the due time and date, as stated above. NHIIMPL shall not be responsible for any delay whatsoever in nature. The proposals received after the due time and date, will be summarily rejected.

- 4.3 NHIIMPL 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 NHIIMPL, 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. 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 into 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. NHIIMPL 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 Bidders shall be invited for making presentation of their proposal to NHIIMPL. The date and time of presentations would be intimated to Bidders separately by NHIIMPL through email. The Presentation shall be made either through video-conferencing facility or in person meeting at NHIIMPL office.

6.3 Financial Bid of non-responsive Bidders shall not be opened.

- 6.4 To assist in the examination, evaluation, and comparison of Bids, NHIIMPL 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 NHIIMPL in the evaluation of the Bids.
- 6.5 The Bidders would be evaluated on the criteria mentioned in Section 4 of this RFP and shortlisted for the purpose of opening of their Financial Bids.
- 6.6 Except in case any clarification is asked by NHIIMPL, no Bidder shall contact NHIIMPL 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 NHIIMPL, it should do so in writing at the address prescribed in the Notice Inviting Tender.
7. Prior to evaluation of the Bids, the NHIIMPL shall determine as to whether each Bid 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 and 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 16 of this Section.
  - 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
- 8.1 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 & Corruption
- 9.1 Bidders would be required to observe the highest standard of ethics during the selection and execution of such work NHIIMPL 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 and includes collusive practices among bidders (prior to or after submission of proposals) and to deprive the NHIIMPL of the benefits of free and open competition.
- 9.2 NHIIMPL 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 NHIIMPL 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 NHIIMPL in accordance with the above paras shall not be eligible for selection.

10. Consortium of Bidders is not allowed.

11. Minimum Eligibility Criteria: Consultant should have manpower resources in the organization with minimum qualification as mentioned below:

11.1 **Technology Strategy Consultant** – 8+ Years of Work Experience in Developing Technology strategies, Experience in road and highway management industry.

11.2 **Enterprise Architect** –8+ Years of Work experience in Enterprise Architecture Development, Experience in Road and Highway Management Industry.

Any of the below certifications is preferred:

- TOGAF
- Certified TM Forum

11.3 **Road Technology SME** – 10+ Years of work experience in information Technology Management in Road & Highways Industry.

11.4 **PMO Lead** – 10+Years of experience in PMO for large scale transformational programs.

11.5 **PMO Resources** – 6+ Years of work experience in IT PMO

11.6 **Analytics SME** – 8+ Years of work experience in Analytics use case development, implementation and management.

11.7 **Functional Resources** – Resources with comprehensive experience in RFP creation, vendor selection, vendor management in line with the NHIT/GEM norms as per the scope defined.

Additionally, all resources must have the following:

- Experience in Road and highways management industry
- Strong knowledge in IT applications and technologies.
- Strong knowledge in Product Management establishment and best practices.
- Participated in enterprise IT applications projects and implementations in the road and highways industry.
- Proved ability to stay aware in industry and technology trends.
- Aware about new application functionalities and implementations.
- Ability to have a comprehensive view of systems, see how the whole system different parts can interact with each other.
- Ability to understand the different integrations between applications, and the data flows.
- Interpersonal and leadership skills – time and stress management, presentation skills, teamwork, self-awareness, confidence and leadership skills.
- High communication, negotiation skills with proven influence.
- Strong critical thinking and analytical skills.
- Ability to explain complex technical issues in a way that non-technical people may understand.

## 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 declared ineligible by CPSU/SPSU/Government companies/ Government organizations/ regulatory authorities for corrupt and fraudulent practices or blacklisted;
- 12.5 Bidders who submit their bid as JV to meet eligibility criteria will not be considered as qualified bidder. JV bidder will be considered ineligible bidder.

### **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. For the computation of combined score, 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.
- 13.3 The Technical Proposal shall be submitted in physical form along with all supporting 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 NHIIMPL and a copy of presentation to be submitted on email at the time of presentation.

### **14. Financial Proposal**

- 14.1 After the short listing of Bidders based on their Technical Proposal including the presentation, 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 opening of the Financial Proposals. The date and time of opening of the Financial Proposals would be shared with the Technically Qualified Bidders.
- 14.2 The Financial Proposal of 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)

### **15. Procedure for Selection of Consultant/Consultancy Firm**

- 15.1 Post qualification of the minimum eligibility criteria, the bidder(s) will be selected under Quality and Cost Based Selection method as described in this section and in accordance with the practices of NHIIMPL.
- 15.2 Proposals will finally be ranked according to their combined technical score (TS) and Financial Score (FS) as follows:
- $S = TS + FS$
- 15.3 The combined score based on Quality and Cost Based System (QCBS) of technical and financial proposals will determine the H1, H2, H3 and so on. The bidder scoring the highest points/marks (H1) based on the above principles would be selected as the Consultant/Service Provider for Providing Services to Establish Technology Ecosystem.
- 15.4 NHIIMPL proposes to appoint one Service provider.
- 15.5 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 technical score (as computed in Section 4 (Technical Proposal) will get higher ranking.
- 15.6 Timelines & Payment Schedule:

Payment shall be Monthly Invoice based and shall be made only post submission of invoice as per following milestones:

S.N.	Milestone	Timelines	Payment
1	Monthly Invoices/ Annual Valuation	30 days from raising Invoice	Final invoice to be raised on completion each month

**16. Documents to be submitted along with the Technical Bids**

- 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 Technical bid in the form provided in the RFP 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. NHIIMPL may ask for 3<sup>rd</sup> party certificates from the Bidder(s), at a later stage.
- 16.5 Undertaking in the format provided in the RFP duly signed by the authorized representative of the bidder on all pages.

**17. Financial Bids / Fees**

- 17.1 The Bidder is required to submit financial proposal as per Section 5 – Form of Financial Proposal.
- 17.2 The fee quoted should be unconditional.
- 17.3 Letter of Award (LoA) shall be issued from the respective entity and the respective entity shall pay the Service Provider the fees as per the Financial Proposal of the Bidder, as sole compensation for the performance of the Services.
- 17.4 The fees shall be payable as per payment schedule after submission of appropriate tax invoice.

**18. Dispute Resolution**

18.1 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 NHIIMPL and the remaining disputing party(s) 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(s) and such appointment shall be final and binding on the other disputing parties. The venue of the arbitration shall be at New Delhi.

**19. 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.

### **Section 3:- Scope of work**

1. Developing a detailed five-year Target technology road map including possible solutions and aspirations.
2. Step by step comprehensive target operating model with a detailed project plan.
3. Identifying existing systems, solutions, and gaps.
4. Selection of the right fit vendors through appropriate processes and
5. Overseeing effective implementation of the selected solutions through a Project Management Office.
6. Updating and course corrections as may be required including for integration among various modules, sites, systems, and practices.

Sr. No.	Program Phase	Statement of Work
<b>1</b>	<b>Target Operating Model and Roadmap Design</b>	<p>- The Target Operating Model must include the following key considerations -</p> <ul style="list-style-type: none"> <li>○ Business Strategy</li> <li>○ Business Case Alignment</li> <li>○ Expansion &amp; Fitment</li> <li>○ Industry Trends</li> <li>○ New Tech. Enablement</li> <li>○ App. / Infra Versions</li> <li>○ Innovation &amp; Digital</li> <li>○ Solution Dependency</li> <li>○ Solution Adoption</li> <li>○ Standards Alignment</li> <li>○ Revenue Arenas</li> <li>○ Solution Budgets</li> <li>○ Vendor Evaluation Criteria</li> <li>○ Contracts &amp; Timelines</li> </ul> <p>Key Deliverables as a part of this Phase:</p> <ul style="list-style-type: none"> <li>• Program Imperatives &amp; Objectives</li> <li>• Target Technology Strategy &amp; Architecture</li> <li>• Solution Implementation Roadmap</li> <li>• Program Operating Model for all aspects of the business including:               <ol style="list-style-type: none"> <li>a. For Operations                   <ul style="list-style-type: none"> <li>• Automatic Traffic Mgmt. System (ATMS)</li> <li>• Toll Management System (TMS)</li> <li>• Road Asset Mgmt. System (RAMS)</li> <li>• Automated Number Plate Recognition (ANPR)</li> <li>• Boom Barrier, RFID etc.</li> </ul> </li> <li>b. For Office / ESS/ IT Security                   <ul style="list-style-type: none"> <li>• ERP / FA + GL</li> <li>• Email + AD / SSO</li> <li>• Human Resource Mgmt. System (HRMS)</li> <li>• Document Mgmt. System (DMS)</li> <li>• Video Conferencing + Collaboration Solution</li> <li>• OS/Office Software</li> <li>• Firewalls / EPP / DLP</li> <li>• Risk Monitoring / SOC</li> <li>• BCM Automation</li> </ul> </li> </ol> </li> </ul>

		<ul style="list-style-type: none"> <li>• Disaster Recovery Setup</li> </ul> <p>c. Analytics</p> <ul style="list-style-type: none"> <li>• Toll Revenue Forecasting &amp; Decisioning</li> <li>• Predictive (Safety, Disasters etc.)</li> <li>• Toll Revenue Assurance</li> <li>• Traffic Patterns, Congestions, Mgmt. &amp; Operations</li> <li>• Incident Response &amp; Decisioning</li> </ul>
2	<p><b>Establishment of the Technology Foundation</b></p>	<p>Post development of the Program Operating Model and Roadmap, the vendor is required to assist NHIIMPL, NHIT and SPVs under NHIT for the solutions identified in the Technology Strategy (Part 1 above) on a loan staffing working model for a period of 2 years:</p> <ol style="list-style-type: none"> <li>1. RFP Formulation and Vendor Selection</li> <li>2. PMO and Governance <ul style="list-style-type: none"> <li>- Assist NHIIMPL, NHIT and SPVs Under NHIT in operationalizing the target operating model by developing and implementing the following prior to the vendor selection: <ul style="list-style-type: none"> <li>- PMO Setup/tool</li> <li>- Governance Framework</li> <li>- Implementation Plans &amp; Roadmap Development for each identified solution.</li> <li>- Interdependency Alignment</li> <li>- Communication Mechanisms</li> <li>- Risk and Issues Identification</li> <li>- KPIs &amp; Reporting Mechanisms</li> </ul> </li> <li>- Post vendor selection and during solutions implementation, assist NHIIMPL, NHIT and SPVs under NHIT in the following: <ul style="list-style-type: none"> <li>- Project Monitoring: <ul style="list-style-type: none"> <li>- Requirements / process / workflow / scope</li> <li>- Communication &amp; follow up</li> <li>- Project charter / timelines tracking</li> <li>- Project health / status KPIs</li> <li>- Updating the PMO tool / Documentation</li> </ul> </li> <li>- Reporting: <ul style="list-style-type: none"> <li>- Dashboard templates</li> <li>- Active program &amp; project level dashboarding</li> <li>- Risks, compliance &amp; issues register / dashboarding</li> <li>- Red flagging / Escalation</li> </ul> </li> <li>- Governance: <ul style="list-style-type: none"> <li>- Project activity process template</li> <li>- Escalation matrix</li> <li>- PMO related trainings</li> </ul> </li> </ul> </li> </ul> </li> </ol> <p>The vendor should ensure effective functioning of the PMO by taking the following things into consideration -</p> <p><b>Deployment</b></p> <ul style="list-style-type: none"> <li>• Categorization of projects basis type, size, timeline etc.</li> <li>• Pilot testing of PMO on each solution / category</li> </ul>

		<ul style="list-style-type: none"> <li>Establishment of PMO in alignment with governance frameworks</li> </ul> <p><b>Utilization</b></p> <ul style="list-style-type: none"> <li>Adherence to defined policies</li> <li>Regular updations of PMO details, platform standards, documentations and mappings basis new project or new geography</li> </ul> <p><b>Monitoring</b></p> <ul style="list-style-type: none"> <li>Developing KPI driven senior management oversight dashboard for reporting</li> </ul>
<b>3</b>	<b>Technical Insights</b>	<p>Align Technical SMEs with specific experience and expertise at least in the below mentioned technical areas to provide insight to the on-ground team during the course of the program –</p> <ul style="list-style-type: none"> <li>Highway Management Technology</li> <li>Data and Predictive Analytics</li> </ul>

- The duration of the Empanelment of Consultant/Consultancy Firm will be for an initial period of Two year from the date of empanelment of the firm with a provision to extend the empanelment for a further period of one year on the same terms and conditions. The rates of Service Charges quoted by the Bidder should be valid for a period of Two years from the date of empanelment of the firm as Consultant/Consultancy Firm.

## **Section 4:- Form of Technical Proposal**

(On the letter head of the bidder)

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

- (i) Profile of the Consultant/Consultancy Firm with full particulars of the constitution, ownership and business activities of the prospective Service Provider.
- (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**

(i) **Technical Evaluation Criteria:**

Technical Evaluation shall be based on the Technical Bid submitted by the Bidders and the presentation made by the Bidder and shall be carried out on a maximum score of 100 as per the details/break up brought out hereunder.

<b>Sl. No.</b>	<b>Criteria</b>	<b>Maximum Points</b>
I.	Experience in Providing Services as Consultant/Consultancy Firm with Infrastructure Company. a) Less than 8 years: Not Eligible b) 8 years to less than 10 years: 20 marks c) From 10 Years to up-to 12 years: 30 marks d) More than 12 years: 40 Marks	<u>40</u>
II.	Turnover of the company: Marking criteria: a) Up to 250 crores: 10 Marks b) 250-500 Crore transactions: 15 marks c) More than 500 Crore: 20 marks	<u>20</u>
III.	Presentation by the Bidder to the committee appointed by the Board of Directors of Investment Manager covering the following:  a) <b>Experience of the company as Consultant/Consultancy firm for establishing Technology ecosystem</b> b) <b>User Friendly system development</b> c) <b>Similar contracts completed in Road construction</b>	10 15 15
<b>Total points for Technical criterion (St)</b>		<b>100</b>

The Technical Proposal shall be submitted along with all relevant proofs and supporting documentation/information for each response.

12.3.3 The Bidders would be required to make a presentation of their Technical Proposal, as brought out at table above, for the proposed transaction, at the premises of National Highways Authority of India, G 5&6, Sector-10, Dwarka, New Delhi - 110 075. The time of the presentation will be separately intimated to the Bidders through e-mail in due course.

12.3.4 The Bidder should have a minimum technical score of 75 marks as per their Technical Bid submitted. The financial bid of only those bidders shall be opened who score minimum 75 qualifying marks.”

## **Section 4:- Form of Financial Proposal**

(On the letter head of the bidder)

Financial Proposal From (Name & Address of the bidder)

To  
The General Manager (Technical)  
National Highways Authority of India,  
G 5 & 6, Sector 10,  
Dwarka,  
New Delhi

**Sub: Request for proposal (“RFP”) for appointment of Consultant/Consultancy Firm to Establish an effective Technology Ecosystem for National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT) and SPVs Under NHIT.**

Financial offer on firm basis must be submitted in the following manner (as given below): -

We, Quote below our service Fees for Establishing Technological Ecosystem as under:

S. No.	Particulars	Amount in INR (Ex. Tax and OPE)	Qty.	Total in INR
1	Charges for Functions as explained in Section 3: - Scope of work in <b>Table S. no. 1</b>		1	
2	Monthly fees to be charged to act as Consultant for the NHIIMPL, NHIT and SPVs under NHIT for the next Two financial years as explained in Section 3 - Scope of work in Table S. no. 2 & 3		24	
<b>Gross Total Excluding Tax:</b>				
<b>Amount in Words:</b>				

- I. Quotes should be exclusive of GST which shall be paid extra (as applicable from time to time).
- II. All payments are subject to TDS, if any, applicable as per the law in force.
- III. In the event of any discrepancy in between figures and words, the amount quoted in words will be considered.
- IV. Out of Pocket expenses will be reimbursed after submission of bills & should be preapproved by NHIIMPL, NHIT and SPVs under NHIT Only Airfare & Hotel bill (excluding F & B) will be reimbursed.
- V. NHIIMPL, NHIT, SPVs under NHIT reserves the right to pause the engagement in the duration of the contract subject to maximum gap of 03 months.

**Name & Signature of Consultant  
Authorized Signatory**

### **Notes for the bidder**

1. Minimum amount of fee to be quoted is Rs. 1.
2. All the sums payable shall be subject to deduction of applicable taxes.
3. On payment milestones payment would be released less the GST component.
4. The GST component would be released on production of proof of payment.



## **Section 5:-Undertakings**

(On the letter head of the bidder)

### **To be provided with the financial bid.**

We undertake that :-

1. We are to eligible to Provide Services as Consultant/ Consultancy Firm to establish an effective technology ecosystem.
2. We have a valid registration certificate, issued by the Competent Authorities.
3. We have not been blacklisted or declared as ineligible to act as Consultant/ Consultancy Firm by the Central Government, the State Government or any public undertaking, autonomous body, authority by whatever name called under the Central or the State Government.
4. The proposal submitted hereunder shall remain valid for a period of at least 120 days from the last date for submission of proposal.
5. No other cost/ expenses/taxes/levies shall be payable by NHIIMPL, NHIT and SPVs under NHIT except mentioned in financial proposal.
6. Submission of the proposal by the Bidder shall constitute acceptance by the Bidder of all the terms and conditions mentioned in this Request for Proposal. In the event of any contraction in the terms and conditions as mentioned in RFP, NHIIMPLs decision shall prevail.

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

**Date & Place:**

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