

**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 the selection of a Technology Service Provider to conduct an IT Hygiene Audit and provide IT Service Management (ITSM) services at National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and SPVs under National Highways Infra Trust.**

**BID SUMMARY**

|    |   |   |
|----|---|---|
| 1. | Last date and time for receipt of Bidding Documents | 29 <sup>th</sup> September 2023, 17:00 Hrs.     |
| 2. | Date and Time of Opening of Bids                    | 29 <sup>th</sup> September 2023, 18:00 Hrs.     |
| 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: 21 September 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 Technology Service Provider 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 its 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 Technology Service Provider to conduct an IT Hygiene Audit and provide IT Service Management (ITSM) services at National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and SPVs under National Highways Infra Trust.
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 – Technical Specification Questionnaire  
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 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.
  - 6.3 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 selection Technology Service Provider to conduct an IT Hygiene Audit and provide IT Service Management (ITSM) services at National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and SPVs under National Highways Infra Trust.”

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 | 25 <sup>th</sup> September 2023, 17:00 Hrs |
| 2              | NHIIMPL's response to queries latest by      | 26 <sup>th</sup> September 2023, 18:00 Hrs |
| 3              | Bid due date (Last date for bid submission)  | 29 <sup>th</sup> September 2023, 17:00 Hrs |
| 4              | Opening of Technical bids                    | 29 <sup>th</sup> September 2023, 18:00 Hrs |
| 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 (“NHA”), 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 NHA 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 NHA. 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 NHA. Subsequently, NHA 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 NHA 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 NHA 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 Technology Service Provider to conduct an IT Hygiene Audit and provide IT Service Management (ITSM) services at National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and SPVs under National Highways Infra Trust. 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 NHA InvIT at <https://nhaiinvit.in/> and NHA 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 Technology Service Provider to conduct an IT Hygiene Audit and provide IT Service Management (ITSM) services at National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and SPVs under National Highways Infra Trust." 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 Financial Bid of non-responsive Bidders shall not be opened.

- 6.3 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.
  - 6.4 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.
  - 6.5 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 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 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.
- 8.2 NDA clause to be signed between NHIT entities and the vendor post release of the LOI.

## 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:

| <b>Sr. No.</b> | <b>Basic Requirement</b> | <b>Eligibility Criteria</b>   | <b>Document to be submitted</b>  |
|----------------|--------------------------|---|--|
| 1              | 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. | Copy of Certificate of Incorporation/Registration /Partnership deed                      |
| 2              | Office                   | The bidder must have a local office in India.   | Copy of address proof  |
| 3              | Compliance               | The bidder should be compliant with IT Act 2000 (including 43A).  | Letter from authorized signatory on the letter head of bidder mentioning the compliance. |
| 4              | Turnover                 | The bidder should have average annual turnover of at least 20 Crore in last three audited financial years. (FY 2019-2020, 2020-2021& 2021-2022)   | Certificate from the Statutory Auditor/Chartered Accountant                              |
| 5              | Net worth                | The bidder should have positive net worth as per last audited financial report.   | Certificate from the Statutory Auditor/Chartered Accountant                              |
| 6              | Blacklisting             | The bidder should not be debarred/blacklisted by any Government/PSU in India as on date of submission of the Bid.   | Letter signed by the Authorized in format given in the RFP.                              |

|    |                    |  |  |
|----|--------------------|--|--|
| 7  | Legal              | The bidder should not be subjected to any legal action for any cause in any legal jurisdiction in the last five years.   | Letter signed by the Authorized Signatory  |
| 8  | Capability         | The bidder should have completed or be currently executing projects related to IT Hygiene Audit and IT Service Management (ITSM) services for equal or over 250 users for any two central government of India/state government of India/PSU/government body of India in the last ten financial years.  | Work Order / Completion certificate from client  |
| 9  | Manpower Strength  | The bidder must have a workforce of at least 50 IT professionals, including experts in data center management, networking, system administration, cloud services, and cloud security, on their payroll as of the submission date of this bid. Among these professionals, a minimum of 10 individuals must possess a minimum of 5 years of experience in managing IT services, including IT Hygiene Audit and IT Service Management (ITSM) solutions. | Certificate from HR on the letter head of the bidder certifying the availability of the resources on their payroll as on date of submission of the bid as per the requirement. |
| 10 | Tax Payment        | The bidder must have a valid GST Registration and PAN in India.  | Valid copy of the certificate  |
| 11 | ISO Certifications | The bidder should hold valid certifications for ISO 27001  | Copy of certifications   |
| 12 | Helpdesk           | The bidder should have a functional 24*7 Helpdesk support with dedicated Toll-Free number to provide technical support over telephone, chat, and ticketing system.   | Copy of support matrix with mention of contact details   |
| 13 | O&M Support        | The bidder is required to provide O&M support with 24X7 TAC support. On demand on-site technical support is also to be provided by the vendor at the location where required.  | Copy of support contract with O&M  |
| 14 | 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  | A declaration on letter head of bidder duly signed by Authorized Signatory stating the following is to be submitted:<br>"We have read the clause regarding restrictions on     |

|  |  |   |   |
|--|--|---|---|
|  |  | <p>which shares land border with India means:</p> <p>a. An entity incorporated, established, or registered in India; or</p> <p>b. subsidiary of an entity incorporated, established in India or</p> <p>c. An entity substantially controlled through entities incorporated, established, or registered in India; or</p> <p>d. An entity whose beneficial owner is situated in India; or</p> <p>e. An Indian (or other) agent of such an entity;</p> | <p>procurement from a bidder of a country which shares a land border with India. We certify that we are not from such a country. or if from such a country, have been registered with the Competent Authority. We hereby certify that we fulfil all requirements in this regard and are eligible to be considered”.</p> |
|--|--|---|---|

**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:  
  

$$\text{Weighted technical scores (TS)} = \text{Total technical score} \times 0.70$$

Where Total technical scores 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.

$$FS \text{ (other bidders)} = 30 \times LFP / F \text{ (F= Amount of Financial Proposal)}$$

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

| S.N. | Category         | Milestone            | Payment                |
|------|------------------|----------------------|------------------------|
| 1    | Hygiene Audit    | Submission of Report | Rate quoted as per BOQ |
| 2    | Managed Services | Annual               | Rate quoted as per BOQ |

#### 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 3rd. 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:- Technical Specification

### **IT Audit & Managed Services Draft Requirements**

National Highways Infrastructure Trust ("NHIT") is embarking on an extensive initiative involving IT audit and managed services, driving a strong transformation in IT Service Management (ITSM).

Through this initiative, NHIT intends to conduct a hygiene IT audit across its offices and toll plaza locations, evaluating equipment, software, security, and compliance aspects. Simultaneously, NHIT aims to engage an ITSM vendor for continuous services, covering desktop/laptop management, antivirus oversight, server administration, and more.

The overarching objective is to establish a resilient IT infrastructure, ensuring data security, compliance, and efficient incident management, all backed by rigorous SLAs.

### Hygiene IT Audit at NHIT offices and toll plazas

- i. The hygiene IT audit shall encompass all NHIT offices and toll locations, including but not limited to the corporate office at NHAHQ, D-21 Office in Dwarka, and the Mumbai office. The Toll plaza offices are spread across 12 locations across different states, and any other location as specified by NHIT.
- ii. The vendor shall be obligated to conduct a comprehensive IT hygiene check of all equipment present at NHIT offices. Additionally, the vendor shall perform a thorough IT hygiene assessment of equipment situated at toll plazas. The assessment should encompass factors such as system performance, software updates, security protocols, and adherence to best practices. The purpose of this check is to ensure the optimal functionality, security, and overall health of the IT infrastructure across NHIT's locations.
- iii. The audit shall identify and document all existing IT equipment, including servers, workstations, networking devices etc.
- iv. The hygiene audit scope shall encompass an assessment of all IT equipment, software, and systems utilized by NHIT. This evaluation shall encompass all aspects of these technologies to ensure their effectiveness, security, and efficiency. The assessment shall be conducted with the following considerations in mind:
  - a. **IT Equipment:** Evaluate the hardware and devices used at toll plazas and NHIT facilities. This includes servers, networking equipment, computers, and other equipment being used for operations.
  - b. **Software Systems:** Assess the various software systems used at NHIT facilities.
  - c. **Security Measures:** Review the security protocols and measures implemented across the entire IT infrastructure. This includes firewalls, intrusion detection systems, encryption mechanisms, access controls, and vulnerability assessments. Ensure that sensitive data related to NHIT facilities is adequately protected.
  - d. **Data Management:** Evaluate the data management practices employed for toll management and NHIT facilities. This includes data storage, backup and recovery procedures, data retention policies, and mechanisms for ensuring data integrity and accuracy.
  - e. **Compliance and Regulations:** Ensure that all IT equipment, software, and systems adhere to relevant industry standards and regulations. This includes compliance with data protection laws, payment processing regulations, and any other applicable guidelines.

- f. **Emergency Preparedness:** Evaluate the readiness of the IT systems to handle emergencies, such as system failures, natural disasters, or security breaches. Assess the availability of backup systems, disaster recovery plans, and continuity measures.
- g. **Audit Trail and Monitoring:** Assess the existence and effectiveness of audit trails and monitoring mechanisms. These shall track system activities, access logs, and transactions to identify potential security breaches or operational irregularities.
- v. Potential vulnerabilities shall be identified, and security enhancements shall be recommended to safeguard data.
- vi. The reliability and efficiency of network connectivity between offices and toll booths shall be evaluated.
- vii. The audit report shall recommend optimizations for seamless data transfer and communication.
- viii. The report shall suggest improvements to enhance system efficiency and user experience.
- ix. IT policies, procedures, and documentation related to IT equipment, maintenance, and incident response shall be examined.
- x. The audit shall evaluate the performance of IT vendors providing solutions and support services.
- xi. Potential risks associated with IT infrastructure shall be identified.
- xii. A comprehensive audit report detailing findings, risks, and recommendations shall be provided.
- xiii. Present actionable steps to address identified issues and improve IT infrastructure.

| <b>Deliverable</b> | <b>Report</b> | <b>Timeline</b> |
|--------------------|---------------|-----------------|
| Hygiene IT Audit   | Draft Report  | T+1 Month       |
| Hygiene IT Audit   | Final Report  | T+2 Month       |

## **IT Service Management for NHIT**

NHIT's initiative extends to engaging a vendor to offer a comprehensive suite of IT service management which shall take charge of various critical aspects, including the management of IT services, incident handling, problem resolution, service requests, and proactive service improvement. The selected vendor will play a pivotal role in optimizing NHIT's IT operations, ensuring seamless service delivery, and enhancing the overall IT service experience.

The scope entails the onboarding and comprehensive management of the specified ITSM vendor, adhering to NHIT's stipulated requirements as outlined below:

- i. **Service Management**
  - a. Ticketing - Setting up and managing a ticketing system to efficiently track and resolve user issues and service requests.
  - b. Service Desk - Providing a centralized point of contact for users to report issues, request services, and receive assistance.
  - c. Change & Request Management - Implementing processes for controlled and documented changes to IT infrastructure, minimizing disruptions.

- d. Incident & Problem Management - Promptly addressing and resolving IT incidents to minimize service disruptions and restore normal operations.
  - e. Knowledge Management - Developing and maintaining a knowledge base with solutions, guides, and best practices for common IT issues.
  - f. SLA Management - Defining, monitoring, and enforcing Service Level Agreements to ensure timely and quality service delivery.
  - g. Configuration management - Maintaining accurate and up-to-date records of IT assets, configurations, and their relationships.
- ii. **Desktop/Laptop Management Service:** The selected ITSM vendor must deliver a comprehensive service for the efficient management of desktop and laptop computers. This service shall encompass tasks such as overseeing the setup, configuration, monitoring, and maintenance of desktop and laptop computers, applying necessary software updates, and promptly resolving any encountered issues.
  - iii. **Antivirus Management Service:** The ITSM vendor shall manage antivirus solutions, including deployment, updates, scans, and threat detection. This service must enable the IT team to seamlessly deploy and administer antivirus solutions on computers, conduct regular virus scans, and generate detailed reports on antivirus activities.
  - iv. **Asset & Configuration Oversight Service:** The ITSM vendor's offerings shall include a robust service for meticulous asset and configuration management. This service must allow the IT team to closely monitor asset status, including computers, printers, and network devices. Moreover, the service shall facilitate tracking of asset configurations, encompassing software components.
  - v. **Server & Backup Administration Service:** The chosen ITSM vendor shall offer a comprehensive service for streamlined server and backup administration. This service must encompass continuous monitoring of server health, automated backup creation, scheduled backups, retention policy customization, and efficient data restoration processes.
    - i. Server Management Service:
      - 1. Real-time Monitoring: Provide real-time monitoring of server health, including performance metrics, resource utilization, and proactive issue detection.
    - ii. Backup Management Service:
      - 1. Automated Backup Creation: Deliver automated creation of backups to ensure data security for critical assets.
      - 2. Scheduled Backups: Enable scheduled backup processes for consistent data protection.
      - 3. Retention Policies: Customize backup retention policies to optimize data management.
    - iii. Restoration Capabilities Service:
      - 1. Seamless Restoration: Facilitate effortless data restoration from selected backup versions to minimize downtime and data loss.
  - vi. **Server Administrative Services:** The ITSM vendor's service shall encompass comprehensive server administrative capabilities. This includes managing user accounts, permissions, and software deployments to ensure efficient server operations.

- vii. **Patch Management Service:** The ITSM vendor's service portfolio shall include a dedicated patch management service. This service must allow for efficient deployment of patches to computers, constant monitoring of patch status, and generation of insightful patch activity reports.
- viii. **Storage Management Service:** The ITSM vendor's service offerings shall extend to encompass storage management. This service must enable the IT team to effectively monitor the status of storage devices, such as file servers and network storage, while also managing storage policies including retention measures.
- ix. **Network Oversight Service:** The ITSM vendor shall deliver a dedicated service for comprehensive network oversight. This service shall empower the IT team to monitor network device status, such as routers, switches, and firewalls, while efficiently managing network policies including security protocols.
- xiv. **IT Managed Services Expansion:** In addition to the above services, the ITSM vendor shall also provide a broader range of IT managed services, covering areas such as performance optimization, user support, incident management, and strategic technology consulting. These services shall be designed to enhance NHIT's overall IT operation and develop a structure for continuous monitoring, regular audits, and iterative enhancements of the IT system to guarantee its ongoing security, effectiveness, and alignment with evolving business needs, outlined as follows:
  - h. **Define Objectives:** Clearly outline the goals and objectives of the monitoring, auditing, and improvement process.
  - i. **Establish Key Performance Indicators (KPIs):** Identify measurable KPIs that reflect the performance, security, and functionality of the IT systems. These KPIs could include metrics related to system uptime, response times, security incidents, user satisfaction, and more.
  - j. **Ongoing Monitoring:** Implement continuous monitoring mechanisms that involve real-time tracking of system performance, security threats, and user behavior. This could involve the use of monitoring tools, intrusion detection systems, log analysis, and other relevant technologies.
  - k. **Periodic Audits:** Plan regular audits at defined intervals (e.g., annually, biannually) to assess the overall health of the IT systems. Audits shall cover areas such as security compliance, data integrity, system architecture, and adherence to industry regulations.
  - l. **Gap Analysis:** Conduct a thorough gap analysis during each audit to identify areas where the IT systems fall short of established standards or objectives. This helps pinpoint specific areas that need improvement.
  - m. **Risk Assessment:** Evaluate potential risks associated with the IT systems and prioritize them based on their potential impact and likelihood. This assessment guides decision-making when allocating resources for improvements.
  - n. **Iterative Improvements:** Based on audit findings and risk assessment, initiate iterative improvements to address identified gaps and weaknesses. Develop a roadmap for addressing each improvement, considering factors such as resources, timelines, and dependencies.
  - o. **Change Management:** Implement changes and improvements using a structured change management process. This ensures that updates are tested, approved, and rolled out smoothly to minimize disruptions.

- p. **User Feedback and Collaboration:** Incorporate feedback from system users, stakeholders, and IT teams during the improvement process. Collaboration helps identify user needs, pain points, and potential opportunities for enhancement.
  - q. **Documentation:** Maintain thorough documentation of the monitoring, audit, and improvement processes. Document findings, actions taken, lessons learned, and best practices to inform future efforts, align with its evolving business needs, and ensure a seamless and productive IT environment.
- x. Security & Compliance Requirements:
- h. **Data Encryption Assurance:** The chosen ITSM service provider must ensure robust encryption of data during both transit and storage, guaranteeing the confidentiality and integrity of sensitive information.
  - i. **Strong User Authentication:** The vendor must implement stringent user authentication mechanisms, including multi-factor authentication (MFA) and role-based access control (RBAC). These measures are critical to ensuring that access to the ITSM services is strictly aligned with users' designated roles and responsibilities.
  - j. **Comprehensive User Activity Logging:** The ITSM service provider must maintain meticulous logs of user activities, encompassing login attempts, data modifications, and alterations to system configurations.
  - k. **Tamper-Proof Log Management:** The logs must be tamper-proof, timestamped, and retained for a defined duration to facilitate thorough auditing as required.
  - l. **Regulatory Compliance:** The ITSM service provider is obligated to adhere to pertinent data protection regulations as per various regulations issued by Government of India.
  - m. **Data Retention Management:** The vendor must incorporate functionalities to manage data retention periods and enable automated deletion of data that no longer serves compliance standards.
  - n. **Vulnerability Assessment and Patching:** The ITSM service provider shall routinely conduct vulnerability assessments and promptly rectify identified vulnerabilities through timely patches and updates.
  - o. **Third-Party Integration Security:** The vendor must evaluate the security practices of third-party integrations with the ITSM services, ensuring these integrations adhere to the same stringent security standards.
  - p. **Data Segregation and Isolation:** Robust measures must be implemented to ensure proper segregation and isolation of data from diverse organizations or departments utilizing the ITSM services.
  - q. **Ethical Data Handling:** Both the ITSM service provider and its vendors must adhere to ethical guidelines governing data usage, privacy, and responsible data management, fostering an environment of integrity and trust.

| Deliverable | Report             | Timeline                  |
|-------------|--------------------|---------------------------|
| ITSM        | Reports of service | Periodic (Weekly/Monthly) |

- xi. Detailed Service Level Agreements (SLAs) will be a mandatory component of the contractual agreement with the successful bidder. These SLAs must comprehensively outline response and resolution times, service availability, incident management procedures, and any other relevant performance indicators. The successful bidder will be expected to adhere to these SLAs rigorously throughout the duration of the contract to ensure the highest levels of service quality and accountability.

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

(On the letter head of the bidder)

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

- (i) Profile of the Service Provider 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>Sr. No</b> | <b>Criteria</b>          | <b>Compliance</b>   | <b>Max Marks</b> | <b>Document to be submitted</b>                        |
|---------------|--------------------------|---|------------------|--|
| 1             | Certifications           | The bidder should be certified minimum with following certificates:<br>1. ISO 27001<br>Any of the below certifications would be awarded an additional 5 marks:<br>1. ISO 9001<br>2. ISO 20000<br>3. ISO 22301<br>4. CMMI 3 or above<br><br>Marks:<br>If only ISO 27001: 10 Marks  | 20               | Valid Copy to be submitted                             |
| 2             | O&M                      | The Bidder should have technical staff with the following skill sets (Software Development, System (Windows, Linux) / Network / Database / Security Administrators, Middleware / Application technical support experts, etc.)<br><br>Marks:<br><25 : 0 Marks<br>26 - 50: 3 Marks<br>>51 - 100: 5 Marks<br>More than 100: 10 Marks | 10               | Undertaking by HR                                      |
| 3             | Technical Certifications | Bidder has at least 5 resources with technical certifications in software development, cloud management etc. (in active employment).<br><br>Marks:<br>>= 5 certifications: 5 marks<br>>=2 & <5: 3 marks<br>< 2 certifications: 0 marks  | 5                | Copy of resource certifications                        |
| 4             | Technical Support        | The bidder should have functional 24*7 Helpdesk support with dedicated Toll-Free number to provide technical support over telephone, chat and ticketing system.   | 10               | Copy of support matrix with mention of contact details |

|   |                     |   |            |                        |
|---|---------------------|---|------------|------------------------|
|   |                     | Marks:<br>Yes = 10 marks,<br>No = 0 marks   |            |                        |
| 5 | Vendor Capability   | The bidder should have completed or be currently executing projects related to IT Hygiene Audit and IT Service Management (ITSM) services for equal or over 250 users for any two central government of India/state government of India/PSU/government body of India in the last ten financial years.<br>For satisfying minimum qualification- 10 Marks<br>If any of the claimed project is for equal or more than 400 users- Additional 10 Marks | 20         |                        |
| 6 | Solution Capability | Technical Presentation and Quality of Proposal. Presentation should be strictly made on the given points.   | 35         | Technical Presentation |
|   |                     | <b>TOTAL</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 50 marks as per their Technical Bid submitted. The financial bid of only those bidders shall be opened who score minimum 50 qualifying marks.”

## **Section 5:- 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”) issued by National Highways Infra Investment Managers Private Limited (NHIIMPL) for the selection of a Technology Service Provider to conduct an IT Hygiene Audit and provide IT Service Management (ITSM) services at National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and SPVs under National Highways Infra Trust.**

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

We, Quote below our Fees for supply of licenses and implementation of solution as under:

| S. No.                            | Particulars   | Rate in INR (Exclusive of GST) | Qty. | UOM           | Total in INR |
|-----------------------------------|---------------|--------------------------------|------|---------------|--------------|
| 1                                 | Hygiene Audit |                                | 1    | One Time Cost |              |
| 2                                 | ITSM          |                                |      | Annual        |              |
| <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. 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 6:-Undertakings**

(On the letter head of the bidder)

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

We undertake that :-

1. We are eligible to supply software licenses and implementation of Intelligent Process Automation (IPA) solution.
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 contradiction 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**