

**Request for Proposal (RFP) for
Selection of Vendor for
Road Assets Management System**

Tender Reference No. -

Date of Issue – 13.03.2024

National Highways Infra Investment Managers Private Limited (NHIIMPL)

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Disclaimer

The information contained in this Request for Proposal ("RFP") or subsequently provided to Bidder(s), 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 vendor for providing Road Assets Management System 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 Letter of Award/Work Order/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.

1. Section 1 – Notice inviting Tender.

1.1. 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 vendor/Firm to provide Road Asset Management Services for National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and/ or SPVs under National Highways Infra Trust. herein referred to as “Applicant”/” Bidder”

The Term Applicant / Bidder would be used interchangeably.

1.2. Service Provider/Bidder will be selected under Quality and Cost Based Selection Method as described in this RFP and in accordance with the practices of InvIT.

1.3. Service Provider/Bidder 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.

1.4. 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 (on the Bidders Letterhead)
- Section 5 – Form of Financial Proposal (on the Bidders Letterhead)
- Section 6 – Undertakings (on the Bidders Letterhead)

1.5. The RFP is uploaded on the website of NHA InvIT at <https://nhit.co.in/>

1.6. Brief Description of Bidding Process

1.6.1. NHIIMPL has adopted a two-stage evaluation process for selection of the Vendor/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 Vendor/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.

1.6.2. Only those Vendor/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.

1.6.3. The Financial Bid of each technically qualified bidder shall be opened and evaluated.

1.7. 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 of Road Asset Management Services for National Highways Infra Investment Managers Private Limited (NHIIMPL), National Highways Infra Trust (NHIT), and/or SPVs under National Highways Infra Trust.”

1.8. **Address for Communication:**

National Highways Infra Investment Managers Private Limited,

G-5 & 6, Sector-10, Dwarka, New Delhi, 110075, India.

E mail: procurement@nhit.co.in

1.9. 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.

S. No.	Description of Events	Timeline
1.	Date of uploading the RFP at NHAInvIT Website	13.03.2024
2.	Last date for receiving queries from bidders	20.03.2024
3.	Pre-bid queries	By Email
4.	NHIIMPL's response to queries latest by	22.03.2024
5.	Bid due date (Last date for bid submission)	27.03.2024, 17:00 Hrs.
6.	Opening of Technical bids	27.03.2024, 18:00 Hrs.
7.	Letter of Award (LOA)	Will be intimated later
8.	Technical Presentation	Will be intimated later
9.	Validity of proposals	120 days from Bid Due Date

2. Section 2 – Instructions to Bidders

2.1. Introduction:

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

2.2. Proposal:

- 2.2.1. NHIIMPL on behalf of NHIT and its Subsidiaries seeks proposal for the appointment of the Applicant. Detailed scope of work as given in Section 3 – Scope of Work of the RFP document (“Services”).

2.3. Clarification and Amendment of RFP Documents

- 2.3.1. Bidders may request for clarifications on any of the RFP documents up to the time mentioned in Section 1. Any request regarding clarification must be sent in writing to NHIIMPL’s Office address indicated in the RFP or sent by e-mail to the following email id: procurement@nhit.co.in. NHIIMPL will respond in clarifications/queries by e-mail or by uploading responses on NHAInvIT website or will send written copies of the response (including an explanation of the query without revealing the source of inquiry) to the 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.
- 2.3.2. 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://nhit.co.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.
- 2.3.3. It will be the responsibility of the Bidders to keep track of any uploaded addendum/ amendment before submission of the Bid.

2.4. Submission of Proposal:

- 2.4.1. The proposal shall be submitted as indicated below:
- 2.4.1.1. **Envelope-I** containing the Technical Bid of the Applicant. The proposal should be in the manner and format as prescribed in RFP Section 4 - Form of Technical Bid.
- 2.4.1.2. **Envelope II** containing the Financial Bid of the Applicant. 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 received with any conditionality will be summarily rejected.
- 2.4.2. **Proposals** (i.e. the aforesaid two envelopes put in a single sealed envelope marked as “**Bid - Proposal for selection of vendor for Road Asset Management Services.**” should reach the undersigned in original hard copies (in hard bound / spiral bound), latest by as per the date and time mentioned in the Section 1 - Notice inviting Tender 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 (Power of Attorney and authority/authorisation letter). 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.
- 2.4.3. 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.

2.5. Modification/Substitution/Withdrawal of Bids:

- 2.5.1. The Bidder may substitute or withdraw its bid 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.
- 2.5.2. 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.
- 2.5.3. 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 Four (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.

2.6. Opening and Evaluation of the Bids:

2.6.1. 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.

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

2.6.3. 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.

2.6.4. 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.

2.6.5. 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.

2.7. 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:

- If a Bidder submits more than one Bid against this RFP.
- The physical bid submissions are incomplete/ inadequate to the requirements of the RFP Documents.
- Documents are submitted loose. (To clarify, the documents should be serially numbered and be submitted in hard bound / spiral bound).
- If in case the Power of Attorney or the Authority/Authorisation Letter is not provided as per Paragraph 16 of this Section.
- If a Bidder submits a conditional Bid or makes changes in the terms and conditions given in this RFP document.
- Failure to comply with all the requirements of RFP document by a Bidder.
- If the Bid is not submitted in the formats prescribed in the RFP document.
- 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.
- If the envelope containing physical submission is not sealed and marked as prescribed in the RFP document.
- A Bid valid for a period of time shorter than prescribed in the RFP document.

2.8. Conflict of Interest:

2.8.1. 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 (3rd) party is in a position to have access to confidential information of each other.

2.8.2. NDA clause to be signed between NHIT entities and the vendor post release of the LOA.

2.9. Fraud & Corruption:

2.9.1. Bidders would be required to observe the highest standard of ethics during the selection and execution of such work NHIIMPL defines:

- 2.9.1.1. "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

2.9.1.2. "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.

2.9.2. 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.

2.9.3. NHIIMPL will declare a bidder ineligible, either indefinitely or for a stated period, 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.

2.9.4. The bidder declared ineligible for corrupt and fraudulent practices by NHIIMPL in accordance with the above paras shall not be eligible for selection.

2.10. Consortium of Bidders is not allowed.

2.11. Minimum Eligibility Criteria:

Sr. No.	Basic Requirement	Eligibility Criteria	Document to be submitted
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
4	Turnover	The bidder should have average annual turnover of at least 2 Crores in last three (3) Audited Financial Years. (FY 2020-2021, 2021-2022 & 2022-2023)	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 which entails digitisation of roads and camera-based inspection with machine learning for assets and defects with detailed tracking mechanisms, for at least Five (5) road projects.	Work Order/Contract Agreement/ Completion certificate from client
9	Manpower	The entity should have personal with specific road sector expertise of at least 5 years.	Work orders reflecting past order history.
10	Tax Payment	The bidder must have a valid GST Registration and PAN in India.	Valid copy of the certificate
12	Helpdesk	The bidder should have a functional Helpdesk support to provide technical support over telephone, chat, and ticketing system. The bidder is required to provide O&M support. On demand on-site technical support is also to be provided by the vendor at the location where required.	Copy of support matrix with mention of contact details
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	A declaration on letter head of bidder duly signed by Authorized

Sr. No.	Basic Requirement	Eligibility Criteria	Document to be submitted
		<p>detailed in Office memorandum- F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares land border with India means:</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>Signatory stating the following is to be submitted:</p> <p>“We have read the clause regarding restrictions on 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>

2.12. 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:

- 2.12.1. Submitted the proposal documents after the response deadline.
- 2.12.2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 2.12.3. Failed to provide related clarifications, when sought.
- 2.12.4. Respondent declared ineligible by CPSU/SPSU/Government companies/ Government organizations/ regulatory authorities for corrupt and fraudulent practices or blacklisted.
- 2.12.5. Bidders who submit their bid as JV to meet eligibility criteria will not be considered as qualified bidder. JV bidder will be considered ineligible and summarily rejected.

2.13. Technical Evaluation Criteria:

- 2.13.1. Technical Evaluation shall be based on the Technical Bid submitted by the Bidders as per Section 4 - Form of Technical Proposal.
- 2.13.2. The evaluation of the Technical Proposals shall be carried out on a maximum score of One Hundred (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.
- 2.13.3. The Technical Proposal shall be submitted in physical form along with all supporting documentation/ information as mentioned along with the criteria.
- 2.13.4. 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.

2.14. Financial Proposal:

- 2.14.1. 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.

2.14.2. 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 Thirty (30) points.

FS (other bidders) = 30 x LFP / F (F= amount of Financial Proposal)

2.15. Procedure for Selection of Consultant/Consultancy Firm:

2.15.1. 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.

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

$$S = TS + FS$$

2.15.3. 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/Vendor for Providing Services to Road Asset Management Services.

2.15.4. NHIIMPL proposes to appoint one Service provider.

2.15.5. 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.

2.15.6. Timelines & Payment Schedule:

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

S.N.	Category (one-time payment)	Milestone	Payment
1	Creation of the Digital Twin	On completion of the dashboard	50%
2	Integration of defect management live with app and generation of requisite reports	Submission of required reports	40%
3	Completion of all modules	6 months after final Acceptance	10%

* Routine assessment payments would be made within 30 days of submitting the accepted Invoice. GST for all payments would be released after submitting proof of payment of GST.

2.16. Documents to be submitted along with the Technical Bids:

2.16.1. Either power of attorney or an authority/authorisation letter from Partner/ Board /Managing Committee of the Bidder entity should be provided for authentication of the authorized signatory signing the Bid document.

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

2.16.3. Detailed profile of the Bidder certified by Authorized Signatory of the Bidder.

2.16.4. 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.

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

2.17. Financial Bids / Fees

2.17.1. The Bidder is required to submit Financial Proposal as per Section 5 – Form of Financial Proposal.

2.17.2. The fee quoted should be unconditional.

Letter of Award (LoA)/ Work Order 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.

2.17.3. The fees shall be payable as per payment schedule after submission of appropriate tax invoice.

2.18. Dispute Resolution:

Any dispute arising out of the RFP, which cannot be amicably settled between the parties, shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996 through a panel of three arbitrators, with each of 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.

2.19. Governing Law and Jurisdiction

This RFP and the subsequent agreement between the parties shall be interpreted, 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.

3. Section 3 – Technical Specification

(On the letter head of the bidder)

3.1. Introduction

Road Assets Management Services (RAMS) are an integral part of modern infrastructure management systems. They encompass a set of strategies, practices, and tools employed by government agencies, municipalities, and transportation departments to effectively plan, monitor, maintain, and enhance road networks. RAMS play a crucial role in ensuring the longevity, safety, and efficiency of road infrastructure while optimizing resource allocation and budget management.

The importance of well-maintained roads cannot be overstated. They facilitate the movement of people and goods, support economic growth, enhance public safety, and contribute to the overall quality of life in communities. However, managing road assets presents numerous challenges, including the need to address aging infrastructure, budget constraints, and the impact of environmental factors.

Road Assets Management Services address these challenges through a systematic approach that includes:

- 3.1.1. Asset Inventory:** A comprehensive inventory of road assets, including roads, bridges, signage, traffic signals, and drainage systems, is established. Each asset is documented with essential information, such as location, condition, age, and maintenance history.
- 3.1.2. Condition Assessment:** Regular inspections and condition assessments are conducted to evaluate the state of road assets. This data helps prioritize maintenance and repair efforts, ensuring that resources are allocated where they are needed most.
- 3.1.3. Maintenance Planning:** RAMS enable the scheduling and management of maintenance activities. Routine maintenance, repairs, and upgrades are planned strategically to extend the service life of assets and minimize disruptions to road users.
- 3.1.4. Performance Monitoring:** Continuous monitoring of asset performance helps identify trends and issues early. Data analytics and reporting tools assist in making informed decisions about asset replacement or rehabilitation.
- 3.1.5. Risk Mitigation:** RAMS incorporate risk management strategies to identify potential hazards and vulnerabilities, such as weather-related damage or accidents. Proactive measures are taken to reduce risks and ensure road safety.
- 3.1.6. Regulatory Compliance:** Adherence to safety and environmental regulations is a priority. RAMS facilitate compliance by providing tools for documentation and reporting to regulatory authorities.
- 3.1.7. Public Engagement:** Some RAMS include features for engaging with the public, allowing citizens to report road issues and stay informed about ongoing projects. Transparency and communication with stakeholders are key elements of effective road asset management.

3.2. Scope of Work:

3.2.1. Needs Assessment and Planning:

- Identify the current condition of the road assets including surface defects.
- Develop long-term plans for road asset management.

3.2.2. Data Collection and Inventory:

- Create and maintain a detailed inventory of road assets, including roads, bridges, signs, traffic lights, and drainage systems.
- Collect data on asset condition, age (based on age date provided or from start of project), and performance.

3.2.3. Asset Inspection and Assessment:

- Conduct regular inspections and assessments of road assets to determine their condition.
- Prioritize assets based on their condition and importance.

3.2.4. Asset Maintenance and Repairs:

- Schedule and track maintenance and repair activities.

3.2.5. Budgeting and Financial Management:

- Monitor expenses for repairs/maintenance activity and ensure budget compliance.

3.2.6. Performance Monitoring:

- Track the performance and service life of road assets.
- Analyze data to identify trends to help management make informed decisions about asset replacement or rehabilitation.
- Provision to identify obstructions and exceptions like water stagnation, encroachments etc.

3.2.7. GIS Integration:

- Utilize Geographic Information Systems (GIS) to map and analyze road assets geospatially.
- Integrate GIS data with asset management information.

3.2.8. Reporting and Documentation:

- Generate reports on asset condition, maintenance activities.
- Maintain comprehensive documentation of all assets and related data.

3.2.9. Technology and Software:

- Select and implement appropriate software and technology solutions for asset management.
- Train staff on using the RAMS effectively.

3.2.10. Continuous Improvement:

- Regularly review and update asset management strategies and plans.
- Incorporate feedback and lessons learned into future projects.

3.2.11. Integration with Other Systems:

- Assist as required in integrating the RAMS with other transportation and city management systems, such as traffic management and public transportation systems.

3.3. Requirements:

3.3.1. User Requirements:

- Define the roles and responsibilities of users (e.g., administrators, maintenance crews, inspectors, analysts, and public stakeholders).
- Identify the specific tasks each user needs to perform within the system.

3.3.2. Asset Inventory and Data Management:

- Create a comprehensive database for road assets, including detailed information such as location, condition, age, and maintenance history.
- Support data integration from various sources, including GIS, sensors, and field inspections.

3.3.3. Mapping and Geospatial Integration:

- Provide mapping and geospatial capabilities to visualize assets on maps and analyze spatial data.
- Ensure compatibility with Geographic Information Systems (GIS) for geospatial analysis.

3.3.4. Asset Inspection and Condition Assessment:

- Allow for the scheduling and recording of asset inspections and condition assessments.
- Include tools for data capture and assessment scoring.

3.3.5. Maintenance:

- Enable the creation, assignment, and tracking of maintenance.
- Support the scheduling of routine maintenance, repairs, and replacements.

3.3.6. Performance Monitoring and Analytics:

- Provide dashboards and reporting tools to monitor asset performance, maintenance effectiveness.
- Support data analytics for trend analysis that assist with predictive maintenance.

3.3.7. Risk Management:

- Include features for identifying and assessing risks to road assets, including potential hazards and

vulnerabilities.

3.3.8. Regulatory Compliance:

- Provide tools for documentation and reporting to regulatory authorities as per pre-agreed formats.

3.3.9. Integration with Other Systems:

- Support integration with other transportation systems (e.g., traffic management, intelligent transport system/ public transportation, and emergency response) to facilitate data sharing and coordination.
- Enable data exchange with external agencies and partners.

3.3.10. Accessibility and User Interface:

- Design a user-friendly interface accessible to users with varying levels of technical expertise.
- Ensure compatibility with different devices (desktop, mobile) and browsers.

3.3.11. Security and Data Privacy:

- Implement robust security measures to protect sensitive data.
- Comply with data privacy regulations and ensure data confidentiality.

3.3.12. Scalability and Performance:

- Design the system to handle the growth of the road network and increasing data volumes.
- Ensure acceptable performance, especially during peak usage.

3.3.13. Training and Support:

- Provide training for users on system functionality and best practices.
- Offer ongoing technical support and maintenance.

3.3.14. Documentation and Knowledge Transfer:

- Develop comprehensive documentation for system configuration, workflows, and maintenance procedures.
- Plan for knowledge transfer to ensure continuity in case of personnel changes.

3.3.15. Public Engagement and Communication:

- Include features for engaging with the public, such as a public portal for reporting road issues and receiving updates on projects.

3.3.16. Mobile and Offline Capability:

- Support mobile access for fieldwork and inspections, including offline data capture capabilities.

3.3.17. Customization and Flexibility:

- Allow for system customization to accommodate specific organizational needs and workflows.

3.3.18. Data Backup and Disaster Recovery:

- Implement data backup and disaster recovery procedures to prevent data loss in case of system failures.

3.3.19. Compliance with Industry Standards:

- Adhere to industry standards and best practices for road asset management systems.

3.4. 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.

3. Section 4 – Form of Technical Proposal

(On the letter head of the bidder)

Technical Proposal From

(Name & Address and contacts of the bidder)

To

Chief Operating Officer

National Highways Infra Investment Managers Private Limited,
G 5 & 6, Sector 10, Dwarka,
New Delhi:110075, India

Subject: Request for Proposal (“RFP”) issued by National Highways Infra Investment Managers Private Limited (NHIIMPL) for the selection of a Vendor/Firm for Road Asset Management Service (RAMS).

3.1. General Information

- 3.1.1. Profile of the Service Provider with full particulars of the constitution, ownership, and business activities.
- 3.1.2. Commitment(s) which shall act either as a constraint or as a conflicting interest in the proposed assignment (if any).

3.2. Technical Information

3.2.1. 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 One Hundred (100) as per the details/break up brought out hereunder.

Sr. No.	Criteria	Compliance	Max Marks	Document to be submitted
1	Past experience	Min 5 roads – 10 Marks Additional Two (2) marks for each additional road	20	Valid Copy of Completion certificates
2	Manpower	The entity should have personal with specific road sector expertise of at least 5 years of combined manpower experience. 4 years – 8 Marks Each additional year of experience – 2 marks	20	Undertaking by the entity with work order
3	Prior expertise of years	1) Computer Vision Solutions 2) IoT Solutions 3) GIS Solutions 4) Mobile and Cloud Solutions Max Five (5) marks each category. One (1) mark for each year of expertise	20	
4	Solution Capability	Technical Presentation and Quality of Proposal. Presentation should be strictly made on the given points.	40	Technical Presentation
Total			100	

- 3.2.2. The Technical Proposal shall be submitted along with all relevant proofs and supporting documentation/information for each response.
- 3.2.3. 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 Infra Investment Managers Private Limited (NHIIMPL), G 5 & 6, Sector-10, Dwarka, New Delhi – 110 075, India**. The time of the presentation will be separately intimated to the Bidders through e-mail in due course.
- 3.2.4. 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 Fifty (50) qualifying marks.”

4. Section 5 – Form of Financial Proposal

(On the letter head of the Bidder)

Financial Proposal From

(Name & Address and contacts of the bidder)

To

Chief Operating Officer

National Highways Infra Investment Managers Private Limited,
G 5 & 6, Sector 10, Dwarka,
New Delhi:110075, India

Subject: Request for Proposal (“RFP”) issued by National Highways Infra Investment Managers Private Limited (NHIIMPL) for the selection of a Vendor/Firm for Road Asset Management Service (RAMS).

Financial offer by the firm 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)
1	Initial one-time cost based on a 50 kms road stretch	
2	Additional cost per km	1.50% of 1 above
3	Total Initial one-time cost	(1+2)
4	Each additional inspection	5.40% of 3 above

* Cost would be escalated at 5% annually

** Routine Survey – equipment and survey expenses by the respective entity.

- 4.1. Quotes should be exclusive of GST which shall be paid extra (as applicable from time to time).
- 4.2. All payments are subject to TDS, if any, applicable as per the law in force.
- 4.3. In the event of any discrepancy in between figures and words, the amount quoted in words will be considered.
- 4.4. 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/Bidder
Authorized Signatory

4.5. Note for Bidder

- 4.5.1. Minimum amount of fee to be quoted is Rs. 1.
- 4.5.2. All the sums payables shall be subject to deduction of applicable taxes.
- 4.5.3. On payment milestones payment would be released less the GST component.
- 4.5.4. The GST component would be released on producing the proof of GST payment.

5. Section 6 – Undertakings

(On the letter head of the bidder)

(To be provided by the bidder with their Financial Bid.)

We undertake that: -

- 5.1. We are eligible to supply software licenses and implementation of Intelligent Process Automation (IPA) solution.
- 5.2. We have a valid registration certificate, issued by the Competent Authorities.
- 5.3. 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.
- 5.4. The proposal submitted hereunder shall remain valid for a period of at least 120 days from the last date for submission of proposal.
- 5.5. No other cost/ expenses/taxes/levies shall be payable by NHIIMPL, NHIT and SPVs under NHIT except mentioned in financial proposal.
- 5.6. 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.

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**