



OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER  
CUM DISTRICT MISSION DIRECTOR, NHM, NUAPADA  
DISTRICT PROGRAMME MANAGEMENT UNIT, NHM  
NUAPADA, ODISHA, 766105



E-mail : nhmnuapada@gmail.com

Phone: (06678)-223346

No. 5661 /DPMU/NHM/2021

Date 01/11/2021.....

Selection of Agency for "Operation of Help Desk" at FRUs of the district

Notice for the Bidders

The Summary Sheet of the tender process after Technical evaluation for the "Operation of Help Desk at FRUs of the district" vide RFP reference 5351/DPMU/NHM/2021 dated 28/09/2021 is uploaded in the district website www.nuapada.nic.in for information of the bidders. The bidders may like to respond to the Summary Sheet if they have any points to make on or before **08<sup>th</sup> November, 2021** through e mail [nhmnuapada@gmail.com](mailto:nhmnuapada@gmail.com). The Financial bid of the successful bidders in Technical Evaluation will be opened on **09/11/2021 at 4 P.M** at office of the undersigned.

The following documents are uploaded in the district website for information of the bidder.

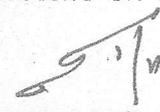
1. Eligibility Check list for Technical evaluation ( Annexure A)
2. Abstract of technical Evaluation.(Annexure B)

  
Chief District Medical & Public Health Officer  
Cum District Mission Director, NHM, Nuapada

Memo No. 5662 /DPMU/NHM/2021

Date 01/11/2021

Copy to DIO, NIC, Nuapada for information and necessary action. He is requested to upload the notice and documents in the district website on 01.11.2021 and the same should be available till 09.11.2021.

  
Chief District Medical & Public Health Officer  
Cum District Mission Director, NHM, Nuapada

Memo No. 5663 /DPMU/NHM/2021

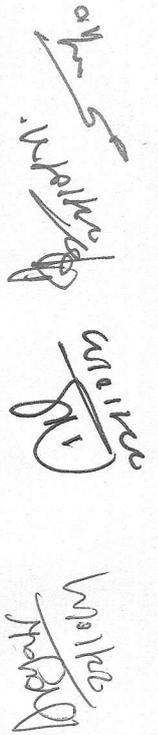
Date 01/11/2021

Copy to all Bidders for information and necessary action. The unsuccessful bidders are informed to receive the Original DD against the EMD personally/ through their authorized representative from DPMU, NHM.

  
Chief District Medical & Public Health Officer  
Cum District Mission Director, NHM, Nuapada

**TENDER OPENING REGARDING SELECTION OF AGENCY FOR OPERATION OF HELP DESK AT FRUS**  
**BID REFERENCE NO - 5351/DPMU/NHM/2021 Date -28/09/2021**  
**DATE OF BID OPENING - 22/10/2021**  
**EVALUATION OF TECHNICAL BID**

Sl.No	Document Submitted	Name of the Firm/Agency						
		Ziquita Health Care Ltd	Surendra Barik	Kalinga Warrior Security Services	L & K Services	Abhiram care Taking and Expert Services	M/s Care Security and Allied Services	
1	EMD ( DD of Rs 20,000/-)	DD No 720511	NO Bid Security Affidavit	DD No 891324	DD No 523341	DD No 123531	DD No 228833	
2	Bid Document Cost ( DD of Rs. 5000).	DD No 720510	DD No 348971	DD No 891323	DD No 523342	DD No 123530	DD No 013703	
3	Form T1 (Technical tender Submission form)	Yes	Yes	Yes	Yes	Yes	Yes	
4	Form T2 (Profile of the Agency)	Yes	Yes	Yes	Yes	Yes	Yes	
5	Copy of the Company/Agency Registration Certificate	Yes	Yes	Yes	Yes	Yes	Yes	
6	Copy of labour Licence	No	Yes	Yes	Yes	Yes	Yes	
7	Copy of GST Registration No	Yes	Yes	Yes	Yes	Yes	Yes	
8	Copy of EPF Registration Certificate	Yes	Yes	Yes	Yes	Yes	Yes	
9	Copy of ESI Registration certificate	Yes	Yes	Yes	Yes	Yes	Yes	
10	Copy of PAN	Yes	Yes	Yes	Yes	Yes	Yes	
11	Form T3 (certificate from chartered Accountant)	Yes	Yes	Yes	Yes	Yes	Yes	
12	Photocopies of the audited P/L account of each year highlighting the turn over in support of that	Yes	Yes	Yes	Yes	Yes	Yes	



S/N	Document Submitted	Name of the Firm/Agency					M/s Care Security and Allied Services
		Ziquita Health Care Ltd	Surendra Barik	Kalinga Warrior Security Services	L & K Services	Abhiram care Taking and Expert Services	
13	Form T4(Relevant experine details towards successful implementation of similar call centre/helpdesk assignment/BPO services/IT & data processing project during last three years)	Yes	Yes	Yes	Yes	Proof of completion of one project on relevant experience not submitted	Yes
14	Copies of Work Order/contract certificate from the clients in support of similar works executed in support of the information provided in Form T4	Yes	yes	Yes	Yes	Work order /Experience certificate for similar experience	Yes
15	Form T5(Power of attorney authorising the signatory)	Yes	Yes	Yes	Yes	Yes	Yes
16	Form T6 (Affidavid)	Yes	Yes	Yes	Yes	Yes	Yes
17	Form T7(Letter of declaration)	Yes	Yes	Yes	Yes	Yes	Yes
18	Copy of the signed RFP documents	Yes	Yes	Yes	Yes	Yes	Yes
	REMARKS	Qualified for Technical Evaluation	Disqualified as EMD not submitted	Qualified for Technical Evaluation	Qualified for Technical Evaluation	Disqualified due to lack of relevant experience	Qualified for Technical Evaluation

*[Signature]*  
Hospital Manager  
DHH, Nuapada

*[Signature]*  
DMO(MS) cum Supt.  
DHH, Nuapada

*[Signature]*  
DAM, NHM  
Nuapada

*[Signature]*  
Addl. District Magistrate  
Nuapada  
Representative of Collector & DM

*[Signature]*  
ADPHO(FW)  
Nuapada

*[Signature]*  
CDM & PHO cum DMD  
Nuapada

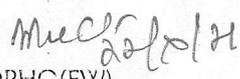
*[Faint handwritten notes and signatures]*

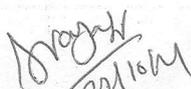
EVALUATION OF TECHNICAL PROPOSAL FOR SELECTION OF AGENCY FOR OPERATION OF HELP DESK AT FRUs  
 BID REFERENCE NO - 5351/DPMU/NHM/2021 Date -28/09/2021

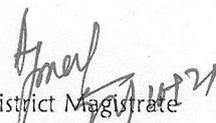
Sl. No	Criteria	Maximum Marks	Marks Obtained					
			Ziquita Health Care PvtLtd		Kalinga Warrior Security Services		L & K Services	
			Performance	Marks	Performance	Marks	Performance	Marks
A	<b>Average annual Turnover (last 3 financial years) ( In Lakh)</b> > 1 Crore ≤ 2 Crores : 5 marks > 2 Crores ≤ 5 Crores: 10 marks > 5 Crores ≤ 8 Crores: 15 marks > 8 Crores : 20 marks	20	42609	20	1001.62	20	3213.11	20
B	<b>Experience : No of years of experience (year of establishment or commencement of business)</b> > 3 yrs ≤ 5 yrs : 3 marks > 5 yrs ≤ 7 yrs : 5 marks > 7yrs ≤ 10 yrs : 7 marks >10 yrs : 10 marks	10	2002	10	2009	10	2009	10
C	<b>Experience : No of Projects Executed ( Call centre/Help Desk Operation/BPO services/ DPS) in last three years with State Govt/ Central Govt/ Semi Govt/ Govt owned societies / Corporations/ IT sectors/ Banking sectors</b> > 2 nos ≤ 5 nos : 5 marks > 5 nos ≤ 8 nos : 10 marks > 8 nos ≤ 10 nos : 15 marks > 10 nos : 20 marks	20	1	0	4	5	3	5
<b>Total Score</b>		<b>50</b>		<b>30</b>		<b>35</b>		<b>35</b>
<b>REMARKS ( Qualifying Marks - 30)</b>		<b>30</b>	<b>Qualified</b>		<b>Qualified</b>		<b>Qualified</b>	

  
 Hospital Manager  
 DHH, Nuapada

  
 DAM, NHM  
 Nuapada

  
 ADPHO(FW)  
 Nuapada

  
 DMO(MS) cum Supt.  
 DHH, Nuapada

  
 Addl. District Magistrate  
 Nuapada  
 Representative of Collector & DM

  
 CDM & PHO cum DMD  
 Nuapada