



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. 4423 /DPMU/NHM/2021

Date 02/08/2021

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 3064/DPMU/NHM/2021 dated 01/07/2021 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>st</sup> August, 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 **09/08/2021 at 4 P.M** at the Conference hall of DHH, Nuapada.

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. 4424 /DPMU/NHM/2021

Date 02/08/2021

Copy to DIO, NIC, Nuapada for information and necessary action. He is requested to upload the notice and documents in the district website on 04.08.2021 and the same should be available till 09.08.2021.

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

Memo No. 4425 /DPMU/NHM/2021

Date 02/08/2021

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

EVALUATION OF TECHNICAL PROPOSAL FOR SELECTION OF AGENCY FOR OPERATION OF HELP DESK AT FRUS  
**BID REFERENCE NO - 3064/DPMU/NHM/2021 Date -01/07/2021**

Sl. No	Criteria	Maximum Marks	Marks Obtained						M/s Care Security and Allied Services			
			Biraja Security Service		Kalinga Warrior Security Services		L & K Services			HERALD Manpower and		
			Performance	Marks	Performance	Marks	Performance	Marks	Performance	Marks		
A	Average annual Turnover (last 3 financial years)	20	261.92	20	653.06	20	3213.11	20	624.82	20	4818.06	20
	a) > 20 Lakhs ≤ 30 Lakhs: 05 Marks											
	b) > 30 Lakhs ≤ 40 Lakhs: 10 Marks											
	c) > 40 Lakhs ≤ 50 Lakhs: 15 Marks											
	d) > 50 Lakhs : 20 Marks											
B	Experience : No of years of experience (year of establishment or commencement of business)	10	2001	10	2009	10	2009	10	2005	10	2000	10
	a) > 3years ≤ 5 years: 05 Marks b) > 5years: 10 Marks											
C	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	20	7	12	4	5	2	5	6	12	12	20
	a) > 2 nos ≤ 5nos : 05 Marks											
	b) > 5 nos ≤ 10 nos: 12 Marks c) > 10 nos: 20 Marks											
<b>Total Score</b>		<b>50</b>	<b>42</b>	<b>35</b>	<b>35</b>	<b>35</b>	<b>35</b>	<b>42</b>	<b>42</b>	<b>42</b>	<b>50</b>	<b>50</b>
<b>REMARKS ( Qualifying Marks - 30)</b>		<b>30</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>	<b>Qualified</b>

A. N. Singh  
 DPM  
 M. N. Singh  
 DPM  
 P. K. Singh  
 DPM  
 S. K. Singh  
 DPM

TENDER OPENING REGARDING SELECTION OF AGENCY FOR OPERATION OF HELP DESK AT FRUS  
 BID REFERENCE NO - 3064/DPMU/NHM/2021 Date -01/07/2021  
 DATE OF BID OPENING - 27/07/2021  
 EVALUATION OF TECHNICAL BID

S.No	Document Submitted	Name of the Firm/Agency									
		Biraja Security Service	Surendra Barik	Kalinga Warrior Security Services	Group No 5 Security Service	Royal Security Service	L & K Services	HERALD Manpower and Placement services	M/s Care Security and Allied Services		
	EMD ( DD of Rs 20,000/-)	DD No 684870	DD No 348407	DD No 457671	DD No 640090	DD No 720341	DD No 523098	Exempted	Exempted		
	Bid Document Cost ( DD of Rs. 5000).	DD No 684871	DD No 348409	DD No 457670	DD No 640091	DD No 720340	DD No 523097	DD No 031027	DD No 013459		
	Form T1 (Technical tender Submission form)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Form T2 (Profile of the Agency)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Copy of the Company/Agency Registration Certificate	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Copy of labour Licence	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Copy of GST Registration No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Copy of EPF Registration Certificate	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Copy of ESI Registration certificate	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Copy of PAN	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Form T3 (certificate from chartered Accountant)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
2	Photocopies of the audited P/L account of each year highlighting the turn over in support of that	Yes	Yes	Yes	Yes	Available for 2 yrs	Yes	Yes	Yes	Yes	

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

S.N	Document Submitted	Name of the Firm/Agency							
		Biraja Security Service	Surendra Barik	Kalinga Warrior Security Services	Group No 5 Security Service	Royal Security Service	L & K Services	HERALD Manpower and Placement services	M/s Care Security and Allied Services
3	Form T4 (Relevant experience details towards successful implementation of similar call centre/helpdesk assignment/BPO services/IT & data processing project during last three years)	Yes	Proof of completion of one project not submitted	Yes	Proof of completion of one project not submitted	Proof of completion of one project not submitted	Yes	Yes	Yes
4	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	NO	Yes	NO	NO	Yes	Yes	Yes
	Form T5 (Power of attorney authorising the signatory)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Form T6 (Affidavid)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Form T7 (Letter of declaration)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Copy of the signed RFP documents	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	REMARKS	Qualified for Technical Evaluation	Disqualified	Qualified for Technical Evaluation	Disqualified	Disqualified	Qualified for Technical Evaluation	Qualified for Technical Evaluation	Qualified for Technical Evaluation

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*