



सत्यमेव जयते

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

National Highways Authority of India

(Ministry of Road Transport & Highways, Government of India)

क्षेत्रीय कार्यालय, मदुरै / Regional Office, Madurai

दूसरा व तीसरी तल, विजय कृष्ण प्लाज़ा, संख्या-1, लेक एरिया, मेलूर मेन रोड, माट्टुतावनी, मदुरै-625 007

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NHAI/17011/03/17/2025/RO Madurai/E-294434/2099

19th November, 2025

CANCELLATION CORRIGENDUM

Sub: NHAI - RO-Madurai - Facility Services in NHAI, Regional Office, Madurai and its Project Implementation Units (Providing Manpower viz. Site Engineers, Media Assistant, Legal Assistant, IT Support Assistant, Stenographers, Accountants, Computer Operators, Office Assistants, Peon, Chowkidar/ Security Guards/Watchman, Safaiwala/Sweeper, etc.) for two years (Tender Ref. No. NHAI/17011/03/17/2025/RO Madurai) - **Cancellation Corrigendum - Reg.**

Ref: Tender ID: 2025_NHAI_250093_1

The subject tender is annulled due to administrative reasons.

This is issued with the approval of RO-Madurai.

R MURUGA PRAKASH

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(R.Murugaprakash)

Dy. General Manager (Tech),
Regional Office - Madurai.

Copy to: - All Members of the Tender Committee.

**NATIONAL HIGHWAYS AUTHORITY OF INDIA
MADURAI REGION**

Minutes of Meeting of Tender Evaluation Committee (Post Financial Evaluation) dated 19.11.2025 for "Facility Services in NHAI, Regional Office, Madurai and its Project Implementation Units (Providing Manpower viz. Site Engineers, Media Assistant, Legal Assistant, IT Support Assistant, Stenographers, Accountants, Computer Operators, Office Assistants, Peon, Chowkidar/ Security Guards/Watchman, Safaiwala/Sweeper, etc.) for two years" (Tender Ref. No. NHAI/17011/03/17/2025/RO Madurai).

1. Consequent upon the approval of Regional Officer, Madurai the detailed evaluation with the final scores (technical & financial combined) were uploaded in E-tender Portal on 18.11.2025, and the same is tabulated as under;

S. No	Bid ID	Name of Bidder	Agency charges quoted	Final Score	Remarks
1	915166	M/s Firstman Management Services Pvt. Ltd., Chennai	2.99%	97.29	H-2
2	917129	M/s G A Digital Web Word P Ltd, Delhi	2.72%	100.00	H-1
3	918134	M/s Aroon Aviation Services Pvt. Ltd., New Delhi	3.98%	90.50	H-3

2. Further, Letter of Acceptance(LoA) was issued to the Highest Scoring Bidder (H-1), M/s G A Digital Web Word P Ltd, Delhi (Bid ID: 917129) at an agency charge of @2.72% vide NHAI, RO, Madurai letter No: NHAI/17011/03/17/2025/RO Madurai/E-294434/2073 dated 18.11.2025.

3. Subsequent upon notifying the final scores in the E-Tender Portal, one representation has been received from M/s Aroon Aviation Services Pvt. Ltd., New Delhi vide letter dated 18.11.2025 stating that, the prescribed minimum service charge for manpower services shall be the range of 3.85%-7%, as per Government of India, Ministry of Finance, Department of Expenditure Office Memorandum No. F.6/1/2023-PPD dated 17.01.2024. Whereas, the bidders (H-1 & H-2) have quoted less than 3.85% which does not comply with the Office Memorandum issued by the Ministry of Finance. Also, the petitioner has requested to make the H-1 & H-2 bidders as non-responsive and to consider to award the subject work to H-3 Bidder (M/s Aroon Aviation Services Pvt Ltd., New Delhi) on account of meeting the prescribed norms set forth by the Ministry of Finance.

4. In order to review the representation, the Committee has convened a Meeting on 19.11.2025 and the connected documents were perused. Further, it was enquired with other Regions of NHAI to ascertain the applicability of the Office Memorandum mentioned by the Petitioner. Based on the above, it was learned that, the financial bid quoted by M/s G A Digital Web Word P Ltd, Delhi at 2.72% does not conform to the minimum service charge norms prescribed the Ministry of Finance for of Manpower Outsourcing Services, as outlined in the aforementioned Office Memorandum No. F.6/1/2023-PPD dated 06.01.2023 & 17.01.2024.

5. Further, it was informed from RO-Vijayawada that, similar instance was occurred in one of the Manpower tenders in RO-Vijayawada, wherein, NHAI HQ was sought for

A-N. Praveen Kumar *[Signature]* *[Signature]* *[Signature]*

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clarification w.r.t. minimum service charge for manpower services norms set forth by the Ministry of Finance would be applicable for NHAI's Manpower Agency tenders. Subsequent upon the confirmation of NHAI, HQ, it is clear that, the norms set forth by the Ministry of Finance shall invariably be applied w.r.t. Manpower Agency tenders.

6. Also recently, NHAI, HQ vide Office Memorandum No:ADMIN-25/182/2025-O/o GM (HR/Admin-V) (E-292007) dated 01.09.2025 had informed the initiatives taken by GeM including the minimum commission of 3.85% for all commission based services, approved by the Ministry of Finance, which shall be applicable in the instant case also.

7. It is further submitted that, the request of petitioner i.e., to disqualify the other 2 bidders and to award the work to H-3 bidder (quoted @ 3.98% which complies with the Ministry of Finance Office Memorandum) could not be considered at this juncture, since, the said Office Memorandum w.r.t. minimum service charge criteria has not been incorporated in the subject RFP, which will attract representation from the H-1 & H-2 Bidders.

8. In view of the above, the Tender Evaluation Committee recommends to annul the instant tender proceedings and a fresh tender may be invited for the said work with the updated/modified RFP duly incorporating the minimum service charge norms as per the Ministry of Finance guidelines through GeM portal only.


(Manas Chakrabarty)
Member


(Vijith Vijayan)
Member


(Sumit Dewda)
Member


(A.N. Praveen Kumar)
Member

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(R. Murugaprakash)
Convener