

**NATIONAL HIGHWAYS AUTHORITY OF INDIA
MADURAI REGION**

Minutes of Meeting of Tender Evaluation Committee (Technical Evaluation) dated 23.10.2025 for the work of “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. Regional Office, NHAI, Madurai invited bids vide Tender ID: 2025_NHAI_250093_1 for the works of “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” with an estimated cost of Rs. 12,76,46,352/- (Approximate) for 2 years.

2. A committee has been constituted with the following members to carry out tender evaluation;

S. No.	Name of the Officer	Designation
1.	R. Murugaprakash, DGM (T), RO-Madurai	Convener
2.	A.N. Praveen Kumar, DGM(T) & Project Director, PIU -Trichy	Member
3.	Keerthi Bharadwaj, Manager (Tech) & Project Director, PIU - Madurai	Member
4.	Vijith Vijayan, Manager (Tech), RO - Madurai	Member
5.	Manas Chakrabarty, Asst Manager F&A Unit, RO-Madurai	Member

3. As per RFP, bid document floated on 23.09.2025 and the last date of submission of e-bids was scheduled on 22.10.2025 up to 11.00 AM and date of technical bid opening was scheduled on 23.10.2025 @ 11.00 AM.

4. Accordingly, the Committee opened the e-bids received through online (on 23.10.2025) and decrypted. Totally 5 Nos. of Bids were received through online and the details of the bids received through online are tabulated as under;

S. No	Bid ID	Name of Bidder
1	915166	M/s Firstman Management Services Pvt. Ltd., Chennai
2	916714	M/s Squad 7 Security & Allied Services, Telangana
3	917129	M/s G A Digital Web Word P Ltd, Delhi
4	917866	M/s Gateway Security Group, Kannur
5	918134	M/s Aroon Aviation Services Pvt. Ltd., New Delhi

5. Subsequently, the details of EMD/Bid Security submitted by the above 5 Nos. of bidders were furnished to Accounts Division. In response, Accounts Division has confirmed the receipts of Tender Fee & EMD/Bid Security.



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6. Consequent to relieving & Charge handing over of Shri Keerthi Bharadwaj, Manager (T) vide PIU-Madurai letter No.1717 dated 29.09.2025; the tender evaluation committee had been reconstituted as below:

S. No.	Name of the Officer	Designation
1.	R. Murugaprakash, DGM (T), RO-Madurai	Convener
2.	A.N. Praveen Kumar, DGM(T) & Project Director, PIU -Trichy	Member
3.	Sumit Dewda, Manager (T) & I/C Project Director, PIU - Madurai	Member
4.	Vijith Vijayan, Manager (Tech), RO - Madurai	Member
5.	Manas Chakrabarty, Asst Manager F&A Unit, RO-Madurai	Member

7. The bidder M/s Squad 7 Security & Allied Services, Telangana had not submitted the Cost of Bid Document and hence the bid of **M/s Squad 7 Security & Allied Services, Telangana** is considered as **non-responsive**.

8. Subsequently, the Committee has admitted & evaluated the balance 04 Nos. of bids based on available scanned copies. The detailed evaluation is enclosed herewith. During evaluation, the tender evaluation committee noticed certain shortcoming in the bids and the details of the same are tabulated as under;

S.No	Bid ID	Name of Bidder	Observations
1	915166	M/s Firstman Management Services Pvt. Ltd., Chennai	1. Self-Attested declaration towards maximum manpower on payroll at one office during last one year is furnished for the services provided in Telangana State Warehousing Corporation. However, documentary proof for the said numbers of manpower supplied is not submitted for verification 2. UDIN for the Annual Turnover Certificate during the last 3 years issued by the Chartered Accountant not mentioned in the certificate.
2	917129	M/s G A Digital Web Word P Ltd, Delhi	Self-Attested declaration towards maximum manpower on payroll at one office during last one year has not been furnished
3	917866	M/s Gateway Security Group, Kannur	The following are not furnished by the bidder: 1. Power of Attorney 2. Annexure VII-IX 3. No functional office of the bidder located within RO Madurai jurisdiction for the past 2-3 years 4. Bank details of the company 5. ESI Registration number 6. CV of a Senior person 7. Quality Certificates 8. No similar nature of work carried out by the bidder. Only parking services, toll collection agency services etc., undertaken by the bidder.
4	918134	M/s Aroon Aviation Services Pvt. Ltd., New Delhi	Self-Attested declaration towards maximum manpower on payroll at one office during last one year is furnished for the services provided in Delhi Division, Northern Railway from April-2024 to August-2025. However, documentary proof for the said numbers of manpower supplied is not submitted for verification






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9. In view of above, the committee noticed that as per Section-II, Clause 4 of the RFP, **M/s Gateway Security Group, Kannur** has not submitted all the prescribed documents to qualify for award of contract. As such, the Committee opined that the bids submitted by M/s Gateway Security Group, Kannur shall be considered technically not qualified.

10. The committee sought clarifications for the shortcomings mentioned in the above table from the other 03 bidders through email. In response, the bidders have submitted their clarifications within the specified period and upon perusing the same, the tender evaluation committee recommends as under;

S. No	Bid ID	Name of Bidder	Recommendations
1	915166	M/s Firstman Management Services Pvt. Ltd., Chennai	Technically Qualified
2	917129	M/s G A Digital Web Word P Ltd, Delhi	Technically Qualified
3	918134	M/s Aroon Aviation Services Pvt. Ltd., New Delhi	Technically Qualified

11. As per RFP for quality related marks, OHSAS 18001 certificate had been considered. However, ISO 45001 certificate had superseded the OHSAS 18001 certificate since 2021. Accordingly, the ISO 45001 certificate had been considered during allotment of technical scores and the technical scores of qualified bidders as evaluated by the committee is enclosed. Summary of the technical score is as under;

S. No	Bid ID	Name of Bidder	Technical Score
1	915166	M/s Firstman Management Services Pvt. Ltd., Chennai	100
2	917129	M/s G A Digital Web Word P Ltd, Delhi	100
3	918134	M/s Aroon Aviation Services Pvt. Ltd., New Delhi	100

In view of above, Committee unanimously recommends qualifying the technical bids received from (i) M/s Firstman Management Services Pvt. Ltd., Chennai (Bid ID: 915166), (ii) M/s G A Digital Web Word P Ltd, Delhi (Bid ID: 917129) & (iii) M/s Aroon Aviation Services Pvt. Ltd., New Delhi (Bid ID: 918134) and opening their financial bids for further evaluation.


(Manas Chakrabarty)
Member


(Vijith Vijayan)
Member


(Sumit Dewda)
Member


(A.N. Praveen Kumar)
Member

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(R. Murugaprakash)
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Name of the Work: 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

Description	M/s Firstman Management Services Pvt. Ltd., Chennai (Bid ID: 915166)	G A Digital Web Word P Ltd, Delhi (Bid ID: 917129)	Gateway Security Group, Kannur (Bid ID: 917866)	M/s Aroon Aviation Services Pvt. Ltd., New Delhi (Bid ID: 918134)
Cost of Bid Document and EMD/Bid Security				
Rs.1500/- towards Cost of Bid document	Paid (Pg 1,2)	Paid (Pg 1)	Paid (Pg 285)	Paid (Pg 2)
Bid Security for an amount of Rs.25,52,927/- or Exemption for NSIC/MSME Contractors	Exemption claimed. UDYAM-TN-02-0017488 (Pg 4&5)	DD furnished (Pg 2)	Exemption claimed. UDYAM-KL-04-0000351 (Pg 86)	Exemption claimed. UDYAM-DL-10-0004762 (Pg 3,4)
Annexures				
Annexure-I: Power of Attorney (On Rs.50/- Non Judicial Stamp paper duly Notarised)	Furnished (Pg 75,76) Kavitha K	Furnished (Pg 230) Garima Arora	Not Furnished	Furnished (Pg 5,6) Suresh Kumar Rana
Annexure-II: Affidavit (Regarding bid application is true and correct, Non abandoned of works by the bidder etc, on Non Judicial stamp paper duly notarised.	Furnished (Pg 77,78)	Furnished (Pg 232)	Furnished (Pg 278)	Furnished (Pg 15)
Annexure-III: Undertaking for Minimum Cash Upto 25%	Furnished (Pg 79)	Furnished (Pg 252)	Furnished (Pg 280)	Furnished (Pg 17)
Annexure- IV: Undertaking for Bid Validity period (165 days)	Furnished (Pg 80)	Furnished (Pg 253)	Furnished (Pg 281)	Furnished (Pg 18)
Annexure-V: Undertaking for not black listed/debarred/suspended/held non-performer	Furnished (Pg 81)	Furnished (Pg 254)	Furnished (Pg 282)	Furnished (Pg 19)
Annexure-VI: Letter of Application	Furnished (Pg 82)	Furnished (Pg 256)	Furnished (Pg 283)	Furnished (Pg 49)
Annexure-VII: Basic Details	Furnished (Pg 83,84)	Furnished (Pg 257)	Not Furnished	Furnished (Pg 8)
Annexure-VIII: Experience-cum-Work Completion Certificate	Furnished (Pg 213 onwards)	Furnished (Pg 260)	Not Furnished	Furnished (Pg 51)
Annexure IX: Bid Securing Declaration	Furnished (Pg 85)	Furnished (Pg 264)	Not Furnished	Furnished (Pg 21)
Company Profile				
Certificate of Registration/ Certificated of Incorporation/MOU	Furnished (Pg 90, 91)	Furnished (Pg 16)	Furnished (Pg 274)	Furnished (Pg 14)
Year of Constitution of Company/Firm	2000	2003	2006	2005
No of years in Operation	25 years	22 years	19 Years	20 years
Legal Status(Propietorship/Partnership or Pvt.Ltd.Firm)	Private Limited (Pg 91)	Private Limited (Pg 16)	Proprietorship (Pg 86)	Private Limited (Pg 14)
Place of Registration	Chennai	New Delhi	Kerala	ROC Delhi
Principal Place of Business	Chennai	New Delhi	Kerala	New Delhi
Branch Offices at Madurai/Trichy/Dindigul/Nagercoil/ Karaikudi/Thanjavur/Tuticorin/Ramanathapuram (Telephone bill/Electricity Bill/ Registered Lease Deed supporting the address)	Madurai (Rental Agreement - Pg 94)	Madurai (Rental Agreement - Pg 45)	Madurai (Rental Agreement dated 15.05.2025 - Pg 275) - last 2-3 years no office located within RO Madurai jurisdiction	Madurai (License Agreement - Pg 96)
Bank Details of the Company	Furnished (Pg 83)	Furnished (Pg 40)	Not Furnished	Furnished (Pg 14)
Various Registration details				
PAN/GIR No	AABCF2938E (Pg 141)	AACCG1290R (Pg 17)	AXBPM0789J (Pg 99) - Copy enclosed	AAFCA1395Q (Pg 211)
TIN No	33563443951 (Pg 135)	TAN Number mentioned - DELG10659F (Pg 30)	Not Furnished	07082002314 (Pg 215)
GST No	33AABCF2938E1Z0 (Pg 138)	07AACCG1290R1Z7 (Pg 23)	32AXBPM0789J1ZD (Pg 91)	07AAFCA1395Q1Z6 (Pg 212)
Labour Licence No.	TNCHEACL2CHECL-27-21-00469 (Pg 552)	CLRA/ALCNEWDELHI/2025/186090/L-35 (Pg 27)	SH131210013224 (Pg 94)	CLRA/ALCNEWDELHI3/2025/201915/L-177 (Pg 212)
EPF Registration No.	TN/TRY/43624 (Pg 127)	DL/28938 (Pg 19)	KRKNR0018858000 (Pg 95)	DL/14850 (Pg 206)
ESI Registration No.	63-12952-101 (Pg 132)	11-30-75269-101 (Pg 21 & 22)	Not Furnished	11-19122-102 (Pg 9)
ESIC Code No.	47630129520031001 (Pg 131)	10000752690001001 (Pg 350)	72000186450001018 (Pg 97)	20000191220001020 (Pg 203)
Whether CV of a Senior person experienced in similar type of job whose particulars such as name, Age & experience is furnished	Furnished (Pg 199)	Furnished (Pg 56)	Not Furnished	Furnished (Pg 196)

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Description	M/s Firstman Management Services Pvt. Ltd., Chennai (Bid ID: 915166)	G A Digital Web Word P Ltd, Delhi (Bid ID: 917129)	Gateway Security Group, Kannur (Bid ID: 917866)	M/s Aroon Aviation Services Pvt. Ltd., New Delhi (Bid ID: 918134)
No.of Clients Min. 5 out of which 3 Nos. should be Govt/PSUs	1. Telangana State Warehousing Corporation (pg 426) 2. NHAI RO Kerala (Pg 427) 3. Office of the Principal Chief Commissioner of Income tax, Chennai (Pg 432) 4. Employees State Insurance Corporation, Tiruppur (Pg 436) 5. State Bank of India, Bangalore (Pg 448)	1. Tamilnadu Medical Services Corporation Ltd, Chennai (Pg 97) 2. NICS, New Delhi (Pg 124) 3. NHIDCL, Delhi (Pg 132) 4. State Bureau of Health Intelligence, Kolkata (Pg 148) 5. Directorate General of Hydrocarbons, Noida (Pg 163)	No clients in terms of manpower supply	1. NHAI HQ, New Delhi (Pg 54) 2. Airport Authority of India, New Delhi (Pg 56) 3. BHEL, New Delhi (Pg 58) 4. Hindustan Aeronautics Limited, Lucknow (Pg 74) 5. Chandigarh International Airport Limited, Mohali (Pg 90)
Max. No of Manpower of payroll deployed at one office (Ministry/Govt./PSU/Autonomous Body/Reputed Pvt. Sector during the last one year (Self Attested Declaration)	Telangana State Warehousing Corporation - 1000 Nos (Pg 86) 1. Self Attested declaration furnished, 2. Tender Document submitted as proof of manpower for the clarification asked through mail.	National Sample Survey Office (NSSO), Delhi - 1,341 Nos 1. Self Attested declaration furnished for clarification asked through mail. 2. Proof for the said number of Manpower submitted	Not Furnished	Mechanical Department Delhi Division Northern Railway - more than 1,400 Nos 1. Self Attested Declaration submitted (Pg 124) 2. Performance Certificate & Labour License submitted as proof of manpower for the clarification asked through mail.
Relevant Documents in support of similar nature of work				
Number of Similar nature of completed works during the last 05 years (Supply of Manpower/ Facility Management services) Costing one work of Rs. 10,21,17,082/- or two works of Rs. 6,38,23,176/- each or three works of Rs. 5,10,58,541/- each in Government Organization, Public Sector Undertaking, Autonomous Body duly funded by Govt. of India/ State Govt., Private Sector of repute only "Works of Similar nature" means providing manpower services of skilled and unskilled manpower for routine office work in Govt. organization/Public Sector organizations/Autonomous Body, Private Sector of repute only, but does not include security services, catering services etc.	1. Railtel Corporation of India Ltd, Bangalore, 01.01.2019 to 20.07.2020, Rs. 15.51 Cr (Pg 260) 2. National Institute of Animal Biotechnology, Hyderabad, 01.02.2019 to 31.01.2024, Rs. 14.35 Cr (Pg 261) 3. IIT Hyderabad, 01.04.2014 to 30.04.2022, Rs.15.15 Cr (Pg 262) 4. Institute of Minerals & Materials Technology, Bhubaneshwar, 01.04.2019 to 31.05.2022, Rs.20.58 Cr (Pg 270) 5. IITM, Chennai, 01.12.2019 to 31.03.2023, 66.85 Cr (Pg 280) 6. NHAI Vijayawada, 02.03.2020 to 31.03.2023 Rs. 23.57 Cr (Pg 286) 7. Indian Institute of Science, Bangalore, 01.12.2020 to 31.11.2023, Rs. 10.67 Cr (Pg 293) 8. Employees State Insurance Corporation, Hyderabad, 01.01.2021 to 30.06.2023, Rs. 25.83Cr (Pg 310) 9. Employees State Insurance Corporation Medical College, Karnataka, 01.05.2023 to 31.05.2024, Rs.6.43 Cr (Pg 358)	1. Tamilnadu Medical Services Corporation Ltd, Chennai, 01.04.2020- 31.12.2022, Rs. 64.23 Cr (Pg 139) 2. Tamilnadu Medical Services Corporation Ltd, Chennai, 01.01.2023- 31.03.2024, Rs. 72.41 Cr (Pg 139) 3. State Bureau of Health Intelligence, Kolkata, 21.02.2021 to 31.10.2024, Rs. 22.21 Cr (Pg 148) 4. M.P.Paschim Kshetra vidyut Vitaran Co Ltd, Mandsaur, 01.04.2021 to 31.03.2024, Rs. 61.35 Cr (Pg 151) 5. National Institute of Technology Srinagar, Kashmir, 01.07.2020 to 31.06.2023, Rs. 20.12 cr (Pg 154) 6. Gautham Buddha University, U.P, July 2020 to Oct 2024, Rs. 29.15 Cr (Pg 156) 7. Atal Bihari Vajpayee Institute of Medical Sciences & Dr. Ram Manohar Lohia Hospital, New Delhi, 01.04.2020 to 31.03.2021, Rs.18.82 Cr (Pg 159) 8. Directorate General of Hydrocarbons, Noida, 01.09.2019 to 31.08.2022, Rs. 23.95 Cr (Pg 163) 9. Centre for Development of Advanced Computing, Noida, 01.07.2019 to 31.05.2023, Rs.28.63 Cr (Pg 168)	No similar nature of work. Provided only parking services, toll collection agency services etc.	1. NHAI HQ, New Delhi, 01.12.2019 to 30.06.2023, Rs. 65.42 Cr (Pg 54) 2. Airport Authority of India, RG Bhavan, New Delhi, 0.03.2023 to 28.02.2025, 34.80 Cr (Pg 56) 3. BHEL, New Delhi. 01.01.2020 to 31.12.2021, Rs.10.48 Cr (Pg 61) 4. Department of Training & Technical Education, 16.02.2024 to 15.02.2025, Rs.10.76 Cr (Pg 67) 5. Hindustan Aeronautics Limited, Lucknow. 01.03.2020 to 31.08.2021, Rs. 7.10 Cr (Pg 74) 6. Hindustan Aeronautics Limited, Lucknow. 01.03.2020 to 31.08.2021, Rs. 6.62 Cr (Pg 75) 7. Guru Gobind Singh Indraprastha University, New Delhi. 01.08.2013 to 31.07.2020, Rs. 39.46 Cr (Pg 76) 8. Guru Gobind Singh Indraprastha University, New Delhi. 01.08.2020 to 30.04.2024, Rs. 30.23 Cr (Pg 79) 9. Airport Authority of India, Prayagraj Airport, 20.11.2018 to 08.03.2024, Rs.7.97 Cr (Pg 81)
Annual Turnover during the last 3 years certified by the Chatered Accountant (in Crores) should be atleast Rs.3.83 Crores	Pg 169,170	Pg 59	Pg 101	Pg 176
2022-23	246.55	471.77	4.73	197.26
2023-24	239.44	503.19	20.74	236.71
2024-25	301.55	575.12	116.35	271.04
Total	787.54	1553.08	141.82	705.01
Average Turnover per year	262.51	517.69	47.27	235.00
Average Turnover in (v) above is more than 30% of Estimated Cost i.e Rs.3,82,93,905/-	Yes	Yes	Yes	Yes
Quality Certificates				
ISO 14001 Certificate	Furnished (Pg 177)	Furnished (Pg 34)	Not Furnished	Furnished (Pg 159)
SA 8000 Certificate	Furnished (Pg 183)	Furnished (Pg 35)	Not Furnished	Furnished (Pg 160)
OHSAS 18001 / ISO 45001 Certificate	Furnished (Pg 182)	Furnished (Pg 36)	Not Furnished	Furnished (Pg 164)
Tender Evaluation Committee Recommendation	Qualified	Qualified	Not qualified - due to non submission of required documents & non-availability of functional office for the last 2-3 years under RO Madurai jurisdiction.	Qualified


(Manas Chakrabarty)
Member


(Vijith Vijayan)
Member


(Sumit Dewda)
Member


(A.N. Praveen Kumar)
Member

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PRAKASH
(R. Murugaprakash)
Convener

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Name of the Work: Facility Services in NHA, 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

S. No.	Particulars	Scoring Mechanism		Max. Marks	M/s Firstman Management Services Pvt. Ltd., Chennai (Bid ID: 915166)	G A Digital Web Word P Ltd, Delhi (Bid ID: 917129)	M/s Aroon Aviation Services Pvt. Ltd., New Delhi (Bid ID: 918134)
i	Number of years in operation (Supported with documentary proof for validation)	(a) 5 years	05 marks	20	20	20	20
		(b) More than 5 years and upto 10 years	10 Marks				
		(c) More than 10 years (10+02 mark for each additional Completed year)	12-20 Marks				
ii	Number of Similar nature of completed works during the last 05 years (Supply of Manpower/ Facility Services) costing Rs 5,10,58,541/- or above.	(a) 1 to 2 Nos.	5 marks	15	15	15	15
		(b) 3 to 4 Nos.	10 Marks				
		(c) More than 4 Nos. (10+01 Mark for each additional completed work)	11-15 marks				
iii	Annual Average Turnover during the last 03 Financial year	(a) Upto 10 Crores	05 marks	25	25	25	25
		(b) More than 10 Crores and upto 25 Crores	10 marks				
		(c) More than 25 Crores and upto 50 Crores	15 marks				
		(d) More than 50 Crores and upto 75 Crores	20 marks				
		(e) More than 75 Crores (20+01 mark for each additional 5 Crores)	21-25 marks				
iv	Maximum Number of Manpower on pay roll deployed at one Office (Ministry/Govt. Department/PSUs/Autonomous bodies/ Reputed Private Sector) during last one year	(a) Upto 100	05 Marks	25	25	25	25
		(b) More than 100 and upto 300	10 Marks				
		(c) More than 300 and upto 500	20 Marks				
		(d) More than 500 (20 +01 mark for each additional 100 manpower)	21-25 marks				
v	Quality Related Marks (Supported with valid certificates)	ISO 14001	05 marks	15	15	15	15
		SA 8000	05 marks				
		OHSAS 18001 / ISO 45001 Certificate	05 marks				
Technical Marks - A				100	100	100	100
Technical Weightage-B				70%	70%	70%	70%
Technical Evaluation value A x B				70	70	70	70

(Manas Chakrabarty)
Member

(Vijith Vijayan)
Member

(Sumit Dewda)
Member

(A.N. Praveen Kumar)
Member

(R. Murugaprakash)
Convener