



**SOUTH DELHI MUNICIPAL CORPORATION
(HOSPITAL ADMINISTRATION DEPARTMENT)**

Head Quarter, E-5 Area, 18th Floor, Dr. S.P. Mukherjee Marg,
Civic Centre, Minto Road, ND-02.
011-23226830.



No.:ADC(H)/SDMC/HQ/2021/ 592

DATED: 18/10/2021

TENDER NOTICE (THROUGH GEM) FOR ENGAGEMENT OF MAN POWER AGENCY FOR UTSOURCING OF 16 MTS(DEMS)-SAFAI KARAMCHARI (8 MALE AND 8 FEMALE), 12 MTS(GEN.)-SECURITY GUARD (6 MALE AND 6 FEMALE) AND 16 MTS(HA)-(08 WARD BOY & 08 WARD AAYA) TO HOSPITAL ADMINISTRATION DEPARTMENT, SOUTH DMC.

Tender through GeM for eligible Manpower service providers for providing **16 MTS(DEMS)-Safai Karamchari (8 Male And 8 Female), 12 MTS(GEN.)-Security Guard (6 Male And 6 Female) and 16 MTS(HA)-(08 Ward Boy & 08 Ward Aaya)** to SDMC for the period of one year (extendable for a further period of one year) is invited. Requirement/eligibility criteria/Terms and conditions of the contract have been clarified in the additional documents. Tender document is available online at GeM portal as well as tender instructions on the website of SDMC i.e. <https://mcdonline.nic.in/>.

The interested bidders should upload their bids along with duly signed scanned copies of all the relevant certificates, documents etc. in support of their technical & price bids on the GeM portal. The technical bids will be opened online as per GeM Schedule.

Name of Work	Tender for providing 16 MTS(DEMS)-Safai Karamchari (8 Male And 8 Female), 12 MTS(GEN.)-Security Guard (6 Male And 6 Female) and 16 MTS(HA)-(08 Ward Boy & 08 Ward Aaya) on contract basis at SDMC.
Last Date & Time of submission e-Tender	25-10-2021 & 12:00:00
Earnest Money Deposit (EMD) 2% of the bid value to be sent by Post / Delivered in hand before last date and time of online submission.	Rs.2,96,949/-.

Detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following website: <https://mcdonline.nic.in/>. Both the Technical & Financial Bidding is through GeM only. The bidders shall upload all the documents as per Eligibility Criteria for Bidders.

Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.

If the date of opening of tender happens to be a holiday, the tender will be opened on the next working day. No Physical form of Tender documents is required.

Admn. Officer(HA)
HAD/SDMC

MANPOWER REQUIREMENT

S. No.	Post	Manpower needed	Consolidated remuneration	Eligibility (as per RRs)
1.	MTS (DEMS)-SK	16 (8 Male and 8 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(i) Primary pass from a recognized Board/School or equivalent. (ii) General suitability for the job. Age limit: Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC/PH as per instructions issued by the DOPT from time to time).
2.	MTS (GEN) – Security Guard	12 (6 Male And 6 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(iii) Should be able to read and write. (iv) Middle Standard pass. Age limit: Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC/PH as per instructions issued by the DOPT from time to time).
3.	MTS(HA) – Ward Boy / Ward Aaya	*16 (08 Ward Boy and 08 Ward Aaya)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(v) Middle pass from a recognized University/Board/School or equivalent. (vi) General suitability for the job. Age limit: Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC/PH as per instructions issued by the DOPT from time to time).
	Total=	44		

*** No. of ward Aayas may be increased as per requirement.**

Tender's Terms and Conditions

Requirements:-

Category- Manpower Outsourcing Services (Minimum Wages)

A. Total 16 MTS (DEMS) (8 Male and 8 Female)

1. Skill Category- Unskilled Category
2. Minimum Wages-15908/- per month.
3. Contract Start Date-
4. Contract End Date-
5. Number of working Day in Month- 26
6. Tenure/Duration of employments - 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) - 612/-
8. Provident Fund (INR per day) - 75/-
9. ELDI (INR per day) - 0
10. ESI (INR per day) - 19.89/-
11. BONUS (INR per day) - 82.85/-
12. EPF Admin Charge (INR per day) - 0
13. Educational Qualification as Per RRs.
 - a. Primary pass from a recognized Board/School or equivalent.
 - b. General suitability for the job.

B. Total 12 MTS (Gen-Security Guard) (06 Male and 06 Female)

1. Skill Category- Unskilled Category
2. Minimum Wages -15908/- per month
3. Contract Start Date- 16/10/2021
4. Contract End Date- 15/10/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments- 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) - 612/-
8. Provident Fund (INR per day) -75/-
9. ELDI (INR per day)- 0
10. ESI (INR per day) - 19.89/-
11. BONUS (INR per day) - 82.85/-
12. EPF Admin Charge (INR per day)- 0
13. Educational Qualification as Per RRs.
 - a. Should be able to read and write.
 - b. Middle Standard Pass.

C. Total 16 MTS(HA) – (08 Ward Boy and 08 Ward Aaya*)

1. Skill Category- Unskilled Category
2. Minimum Wages - 19291/- per month
3. Contract Start Date- 16/10/2021
4. Contract End Date- 15/10/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments- 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) -742/-
8. Provident Fund (INR per day) -75/-
9. ELDI (INR per day)- 0
10. ESI (INR per day) - 24.115/-
11. BONUS (INR per day) – 100.47/-
12. EPF Admin Charge (INR per day)- 0
13. Educational Qualification as Per RRs.
 - a. Middle pass from a recognized University/Board/School or equivalent.
 - b. General suitability for the job.

*** No. of Ward Aayas may be increased as per requirement.**

14. Bid duration- 10 days
15. Bid opening date-
16. Bid life Cycle (From Publish date)- 90 days
17. Bid offer validity (From End date)- 75 days
18. Time to be allowed to the seller for technical clarifications during technical evaluation- 2 days
19. **Average Annual turnover (for 3 years) (In lakhs)** (The Minimum average financial turnover of the bidder during the last three years, ending on 31st March of the previous financial years may be defined by the buyer between 0% to 50% of Estimated Bid value).- 49.9 % of the estimated cost.
20. **Years of past experience Required** (Buyer can define seller/ service providers eligibility based on year of past experience, please define number of years of experience required here - **3 years**.)
21. **Past experience of Similar services** (Buyer can be define services providers eligibility based on past experience of similar service, please select yes if you want to use standard 80/50/40 clause as given in manually for procurement of services as select No is you do not want to include past experience clause.)-

Past experience-

- 1 Project 80% of estimated value**
- 2 Project 50% of estimated value**
- 3 Project 40% of estimated value (in last 3 years)**

22. Documents required : YES

- Experience Criteria
- Bidder Turnover
- Past Experience for last 3 years
- Certificate For Additional Term & Conditions (ATC)

23. Scope of work & Job description:-

A. MTS (DEMS) – Safai Karamchari

- 1) He / She will collect urine and stools specimens take them to laboratory for investigation and bring the reports.
- 2) He / She will wear proper uniform and display photo identity card.
- 3) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 4) He / She will not be found sleeping during duty hours.
- 5) He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
- 6) He / She will maintain cordial behavior, harsh/rude behavior and non-co-operation towards patients / attendants / staff will not be tolerated.
- 7) Impersonification will not be allowed in any case.
- 8) Cleaning, Sweeping, Mopping of the hospital premises disinfectant such as Wards Rom, Offices, Laboratory, Urinals etc., thrice in each shift. Cleaning / Dusting of furniture will be done well before the commencement of working hours in the hospital premises.
- 9) Washing of Wards will be done with liquid soap twice a week. Dusting, Wet mopping of washable wall, windows, Wall hung lights, ventilators, glass panes, exhaust fans, ceiling fans etc. daily.
- 10) Washing of W.C.s and washbasins with liquid soap and acids will be done daily in the morning before commencement of working hours in the hospital premise.
- 11) Removing of cobweb from the wards / toilets will be done on day to day basis.
- 12) Giving and removing of bedpans, urinals to patients as required and also preparing for operation and diagnostic procedures will be ensured. Cleaning and scrubbing of urinals and bedpans, buckets, dustbins, chamber pots etc. with liquid soap/detergent will be done daily.
- 13) Soiled linen from the wards will be removed and set to laundry for washing.
- 14) Measuring of Urine, Stool samples and emptying of urine bags whenever required.
- 15) Collecting Urine, Stool Samples and taking them to laboratories.
- 16) Emptying of chamber pots, dustbins and collection of garbage from the ward and disposal of garbage to garbage collection centre twice in each shift.
- 17) Disposal of imputed limbs will be done immediately as per direction of Medical Officer on duty.

- 18) To help in packing of dead body and stacking it in the mortuary and handing over the same to authorized claimants.
- 19) Washing of walls, floors or Operation Room and Labour Room daily.
- 20) Carbonization of Operation Room after each case as directed by the O.T. Incharge.
- 21) Mopping of Operation Room after each case as directed by the O.T. Incharge.
- 22) Cleaning of stair case, cleaning, dusting and mopping of railing, windows, grills and projected beams daily. Sweeping twice in each shift, wet mopping of stair case railing with hands daily.
- 23) Sweeping of surrounding area in each shift and removing of garbage and its disposal in the sanitary landfill. The hospital areas in front and rear drive ways etc. to be kept clean and free of animals.
- 24) Special points to be observed while working:-
 - (a) No sweeping or washing of wards during Doctor's round and when patients are taking their meals and when some surgical procedures are going on.
 - (b) Handing over/taking over of equipments if any in each shift by the House Keeping Staff.
 - (c) Reporting of any missing fittings, taps or bulbs immediately to the ward sister/ Incharge of Hospital.
 - (d) To follow the instructions as given by the Incharge and sorting of garbage in separate garbage bins such as infectious, non-infectious, dry, wet etc. will be done.
 - (e) Cleaning material, equipments, appliances will be provided by the Hospital through respective departments.
 - (f) Any other assignment given to Safai Karamchari in case of any emergency will be done.

To do any other duty that may be directed by the Incharge of Hospital.

B. MTS(Gen) – Security Guard

1. The Security Guard is responsible for watch and ward of hospital building and grounds to prevent any case of fire, theft, vandalism, and illegal entry. He / She will assist staff in handling unruly visitors and patients, ensure plant safety and environmental conditions.
2. He / She will take tour of buildings and grounds, examine doors, windows, and gates etc at regular intervals to ensure safety of them, as under:-
 - a. Check all Hospital doors on an hourly basis
 - b. Check parking lots at least three times in a shift.
3. Question every unauthorized persons for unauthorized entry in hospital premises and inform Incharge of Hospital and police authority for assistance, according to circumstance / situation if emerges.
4. Activate fire signal to alert hospital staff and patients in case of fire in the hospital and assist the staff in extinguishing fire.
5. He / She will patrol Hospital grounds to detect unauthorized persons or vehicles,

Check vehicles and verify that any vehicle is not parked in restricted areas, such as fire zones, turnarounds, ambulance entrances and exits or reserved parking spaces.

6. He / She will check exterior lighting and access routes of fire tenders in case of any fire emergency.
7. He / She will assist in providing care, comfort and cure to the patients.
8. He / She will endeavour to identify any antisocial element in the crowd to avoid any undesirable situation such as arguments, noisy scenes, accidents or thefts etc in the Hospital premises.
9. He/She will exhibit polite behavior towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
10. Charter of duty and responsibility of all security staff posted at different locations should be documented and made known to all staff. They are expected to be proactive with main thrust towards prevention rather than action.
11. He/She should be unobtrusive yet effective in implementing the Hospital rules and regulations. He/she will gather information and prevent/ handle something wrong likely to happen, whenever/wherever in Hospital premises.
12. He/she will assist Hospital In-charge in gathering information/intelligence through day-to-day close observation of the staff as well as the visitors, by review and analysis of the CCTV footage collected through the cameras.
13. He/she should possess a high suspicion index so he/she does not miss any unusual observation. Hospitals can be soft targets for terrorist activities such as bomb blasts, security staff must be especially alert to avert such catastrophe.
14. There should be a documented policy about frisking the staff and visitors (under specified rare situations) at random or as and when required. The frisking, whenever carried out should be in proper enclosures and staff instructed meticulously to respect the privacy and dignity of people.
15. There should be a system of gate pass to check and control the entry/exit points of Hospital premises stores and equipment. The temporary out pass for equipment/stores should have a fixed validity of time leading to automatic check and enquiry about reasons for non-returning of items.
16. In case the security staff is from a professional security Agency, before joining the duty each and every security staff must be fully familiarized with the Hospital's floor plan, entry/exit/escape routes from all floors and Hospital staff, especially the senior administrative staff.
17. To do any other duty that may be assigned by the Incharge of Hospital.
18. He/She is to be found in proper uniform and displaying photo identity card.
19. He/She will not be found sleeping during duty hours.
20. He/She is not to be found missing from the place of duty, for any reason without prior intimation to Incharge of Health Unit.

C. MTS(HA) – Ward Boy (Male) and Ward Aaya (Female).

1. He/She will ensure that sufficient supply of linen and clean clothing is available for patients to assisting in patient.
2. He/She will help in maintaining the stocks of non-medical supplies.
3. He/She will help with turning and lifting of patients and transferring them by wheelchairs or by movable beds.
4. He/She will clean rooms like bathrooms, utility rooms, showers and also clean the interior windows.
5. He/She mop the floors, remove rubbish, vacuum carpets and eliminate dust from all areas and keep the hospital environment free of pollution.
6. To help in scrubbing and cleaning the wards, pantry and equipment.
7. To clean walls, windows, to polish brass stoppers, hinges of windows etc.
8. To help in serving food, milk and tea to patients.
9. To bring articles from medical and other stores.
10. To help the Sister checking articles of dead stock, linen and other ward equipment.
11. To accompany patients to other general hospitals whenever required.
12. To help the Sister in sorting out, counting and arranging linen and taking and giving linen for washing.
13. To dust furniture and equipments in the wards.
14. To make patients beds and to do any other duty that may be assigned by the Incharge of Hospital.
15. He/she will assist nursing personnel /Doctor in patient care.
16. He/she will take call-book / referral letter to various departments.
17. He / she will transport the patients from one department to another department or for investigations, diagnostic, procedure and referrals, where necessary.
18. He/she will get the indent /drugs/Linen from stores and also bring sterilized material.
19. He/she will check the oxygen cylinder in use and also replace them as needed or as directed.
20. He/she will assist the dietary department personnel in orderly distribution of diet in the wards.
21. He/she will do dusting of the department including cobwebs and will also assist Ward Boys & Ward Aays for disinfection of the rooms.
22. He/She will take appropriate care of the instruments used in the department.
23. He/she will assist nursing staff in packing the dead body and its transportation to & from mortuary.
24. He/she will provide first aid to patients as and when required / directed.
25. He/she will also perform any other duty as assigned by the Incharge of Hospital/Sister-In-Charge from time to time in addition to duty roster.
26. He/She will ensure economical usage of electricity and water round the clock.
27. He/She should be courteous in behaviour with patient, employees and visitors and aware about the location of various departments to guide visitors accordingly.

28. He/She will not smoke/consume drugs/intoxicants in any form within the hospital premises.
 29. He / She will also help the rescuers in case of any calamity / disaster in the hospital.
 30. He/ she will be responsible for cleaning articles such as furniture, switch boards, fire fighting equipments, cleaning of tiles above skirting (including wall tiles) furniture in the OPD (before working time) cleaning of windows (including cleaning from outside) cleaning the façade of the building and removal of cobwebs etc.
 31. He/She is to be found in proper uniform and display photo identity card. He/She will not found sleeping during duty hours.
 32. He/She is not to be found missing from the place of duty, for any reason without communicate of Concerned Incharge of Health Unit.
-
25. As per OM No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 issued by Ministry of Finance, Department of Expenditure, Procurement Policy Division, Govt. of India, the MSME / New Start Ups are not exempt from prior Experience Criteria, Turnover Criteria and EMD.
 26. **Performance Bank Guarantee(PBG)**-3% of the final project cost.

Criteria of Selection for final award (if many bidder quoted L-1 price)

It has been noticed in past that on GeM portal many bidders used to quote the same price. Therefore, it is very difficult to select L-1 bidder. If all the bidders will quote the same price, the following criteria may be adopted to evaluate the bids:

FOR – MTS (Safai Karamchari, Security Guard , Ward Boy and Ward Aaya)

S.No.	Details	Marking Category	Marks
1.	Number of years in operation of the firm (Registration certificate of the firm or work order from any Government Ministry/ Department) is to be provided.	03 to 05 years	10
		05 to 10 years	15
		More than 10 years	20
2.	Number of similar nature of work value more than 50 Lakh in different Central Government Ministries/ Departments/ PSUs undertaken in the past (Certificates of satisfactory completion of work are to be provided).	Upto 5 works	10
		Upto 10 works	15
		More than 10 works	20
3.	Turnover (Average of last three financial years) (Balance sheets of last three years to be provided).	50 Lakh to 1 Crore	10
		More than 01 to 2 Crore	15
		More than 2 Crore	20
4.	Number of manpower on rolls (PF/ESI, documents are required to be provided).	Upto 50 nos.	10
		51 to 100.	15
		More than 100.	20
5.	Valid ISO 9001 Certification in Manpower (Currently existing certificate is required to provide).	Yes	10
		No	0
6.	Single order from any Central Government Ministry/ Department (Satisfactory completion work certificate is to be provided).	Value more than Rs. 1,00,00,000.	10
		Value more than Rs. 1,00,00,000 up to Rs. 80,00,000.	8
		Value less than Rs. 80,00,000.	6

Above marking points will be taken into account in case of more than one L-1 firms. In case of same marks, the firm may be chosen on the basis of higher number of experience in the Central Government Ministries/ Departments/ PSUs.

Buyer Specific Additional Term and conditions:-

1. Bidders are required to furnish Bid Security (also known as Earnest Money) of an amount equal to **2%** of work value in favour of "Commissioner, SDMC payable at New Delhi".
2. EMD not exempted for MSME and Start-up for this tender. Bids received without EMD will not be considered and summarily rejected.
3. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity latest on or before the 30th day after the award of the contract.
4. The bidder should have undertaken any one of the following works during the last three financial years duly certified by the registered chartered Accountant of any Central . State Govt. Org./PSU/Public Listed Company.
 - (a) One single order of manpower (Multi-Tasking Staff) supply not less than Rs.79,00,000/-.
 - (b) Two orders of manpower (Multi-Tasking Staff) supply not less than Rs.49,40,000/-.
 - (c) Three orders of manpower (Multi-Tasking Staff) supply not less than Rs.39,51,000/-.
5. The contract will be for one year from the commencement of the contract subject to satisfactory performance and on failure on this aspect, the SDMC reserves the right to terminate the contract.
6. This initial period of one year may be extended further for one more year on mutual consent with the existing rates and Terms and Conditions subject to satisfactory performance.
7. Prices quoted shall be fixed during the period of the contract including any extended period and not subject to verification on any account except in cases of statutory payments (ESI, PF, GST etc. which will be considered by the competent authority to the extent of actual, on submission of claim with documentary proof accompanied by the relevant Govt. Notification/Orders.
8. The SDMC authority in the event of any increase-decrease in the requirement of man-power subject to the maximum number of posts under contract and may direct the contractor accordingly and the contractor is bound to provide man power as per the changed requirement and he shall be paid proportionately for the changed requirement.
9. The Commissioner, SDMC reserves the right to terminate the contract at any time, before the expiry of one year, by giving one month notice. However the Service Provider needs to give 3 months notice in case of premature termination of contract to let the hospital arrange for replacement of the contractual staff. During the notice period, both the parties will maintain the status quo.

10. Such undertaking that he/she has not secured the employment through corrupt practices should be obtained from all the outsourced staff.
11. The service provider shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character. The contractor shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities.
12. The contractor shall provide man power strictly as per the eligibility criteria and guidelines of SDMC.
13. Contractual staff shall be paid the wages strictly as per biometric attendance marked by them.
14. Outsourced staff may have to perform rotational duties in shifts for round the clock duty on all days including Sundays and Holidays as per direction of competent authority of the SDMC. The timing of single shift duty will be specified by the SDMC.
15. The contractor will be responsible for such conduct of the persons engaged, which will be conducive for maintaining the harmonious atmosphere and will be responsible for any undesired acts and omissions of such persons. If any person is found to be undisciplined or not performing duty properly in the opinion of the authority, he/she is liable to be removed and replaced by a suitable person immediately.
16. The service provider shall ensure the Health and Safety measures of the hired staff and it shall be alone fully responsible for well being, safety, security and insurance of their personnel.
17. The SDMC shall not be liable for any damage and/or compensation payable to any worker of contractor or to the contractor in case of any fatal injury/death caused to or by any man power while performing/discharging their duty or otherwise, The contractor shall indemnify SDMC for all such damages, compensation and expenses whatsoever in respect thereof or in relation thereto.
18. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse the areas of responsibility given to them by the SDMC and shall not knowingly lend to any person or company any of the effects or assets of the SDMC under its control.
19. In the event of loss/damage of equipment's etc. at the premises of the SDMC due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to SDMC apart from removal of the responsible person.

20. Preference will be given to those bidder(s) who has/have completed tender / work order for providing services of maximum number of manpower specially for (Multi-Tasking Staff) successfully to any organization in last three years.
21. If in any case bid is tied between two or more bidders then preference will be given to bidder(s) who has/have completed successfully maximum number of tender / word order of providing services of maximum number of manpower to any organization in last three years.

This issues with the approval of Competent Authority.


Admn. Officer(HA)
HAD/SDMC

Director (IT)/SDMC: is hereby requested to kindly upload the tender information on MCD (SDMC) online Website.