



दिल्लीनगरनिगम / MUNICIPAL CORPORATION OF DELHI
अस्पतालप्रशासनविभाग/ Hospital Administration Department
(MATA GUJRI HOSPITAL, TILAK NAGAR)
नईदिल्ली-110018 / New Delhi-110018

CIRCULAR

Subject : - Model Terms and Conditions for outsourcing Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS)/ Multi Tasking Staff General (Security Gaurd) in Semi-Skilled Category and Supervisor (MTS) in Skilled Category by Inviting Notice Inviting Tender (NIT) Through GeM portal on minimum wages to be deployed at Mata Gujri Hospital, Tilak Nagar in Hospital Administration Department, under the jurisdiction of Municipal Corporation of Delhi (MCD).

Mata Gujri Hospital under the jurisdiction of Hospital Administration Department, Municipal Corporation of Delhi is located at Tilak Nagar, New Delhi. The Agency / Firm / Contractor / Bidder will be required to provide MTS services to the premises at **Mata Gujri Hospital, Tilak Nagar**. The period of contract shall be for one Year but if required by the Department it may be extended for one more year on the basis of Satisfactory Work and Conduct Report of MTS Personnel by the Medical Superintendent of Mata Gujri Hospital, Tilak Nagar.

Tender through GeM Portal is invited from eligible Manpower service providers for providing manpower i.e. Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) / Multi Tasking Staff General (Security Gaurd) in Semi-Skilled Category and Supervisor (MTS) in Skilled Category on minimum wages notified by Govt. of NCT of Delhi from time to time to be deployed at **Mata Gujri Hospital, Tilak Nagar** under the jurisdiction of Hospital Administration Department, Municipal Corporation of Delhi, for the period of One Year (extendable for a further period of One Year on the basis of Satisfactory Work Performance and Conduct Report of MTS Personnel by the Medical Superintendent of Mata Gujri Hospital, Tilak Nagar. Requirement/Eligibility Criteria/Terms and Conditions of the contract have been clarified / mentioned in the Terms & Conditions. Tender document is available online at GeM Portal as well as on the website of MCD i.e. <https://mcdonline.nic.in>

The interested Agency/Bidder/Firm/Contractor 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.

Particulars	Tender for providing manpower's i.e. Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS)/Multi Tasking Staff General (Security Gaurd) in Semi Skilled Category and Supervisor (MTS) in Skilled Category on contract basis on minimum wages in Mata Gujri Hospital, Tilak Nagar under the jurisdiction of Hospital Administration Department, Municipal Corporation of Delhi.
Last Date & Time of submission e-Tender	16/02/2024 at 11:00 A.M.
Earnest Money Deposit (EMD) 2% (Rs 7.35 lakh) of the bid value/tender value to be Delivered in hand in the office of the Medical Superintendent of Mata Gujri Hospital, Tilak Nagar on or before last date and time of online submission.	

Detailed information regarding the items, application / tender forms, EMD details, specifications and terms & conditions can be downloaded from the following website: <https://mcdonline.nic.in> Both the Technical

& Financial Bidding will be accepted through GeM portal only. The Bidders/Agency/Contractor/Firm shall upload all the documents as per Eligibility Criteria and Terms & Conditions for Bidders.

Any corrigendum to the tender will be notified through the aforesaid websites only i.e. <https://mcdonline.nic.in> . 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.

Requirement (No. of posts) of Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) /Multi Tasking Staff General (Security Gaurd) in Semi-Skilled Category and Supervisor (MTS) in Skilled Category to be deployed at Mata Gujri Hospital, Tilak Nagar of Hospital Administration Department, Municipal Corporation of Delhi is as under :-

Table No. 1 :-Requirement of MTS Staff under different categories

S.No.	Category of MTS staff	Number of MTS staff required at MGH, Tilak Nagar
1	MTS DEMS/ Sweeper Semi Skilled	32
2	MTS (HA) Semi Skilled (WB /WA)	33
3	MTS (Gen.- Security Guards) Semi Skilled (Watch and Ward (Unarmed))	31
4	MTS supervisors (SKILLED)	02
	TOTAL	98

*NOTE: - Upto 30% of the personnel deployed should be women, however the requirement of Female Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) / Multi Tasking Staff General (Security guard) will be decided by MS, MGH, Tilak Nagar.

BUYER SPECIFIC TERM AND CONDITIONS (T&C):-

1.MANPOWER REQUIREMENT AT MATA GUJRI HOSPITAL, TILAK NAGAR OF HOSPITAL ADMINISTRATION DEPARTMENT, MUNICIPAL CORPORATION OF DELHI (MCD).

Table No. 2 Eligibility Criteria are given as under: -

S.No.	Name of Posts	Qualification and Experience	Age Limits	Monthly Remuneration (Minimum Wages)
1.	Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS)	(i) 10 th Pass from a recognised Board / School. Desirable: Working knowledge of Hindi.	18-40 years. (Relaxation for Ex-servicemen upto maximum 10 years)	As per minimum wages for <u>Semi-Skilled Category</u> notified by Govt. of NCT of Delhi, from time to time.
2.	Supervisor (MTS)	(i) 12 th Pass from a recognised Board / School. Desirable:- Working knowledge of Hindi.	18-40 years. (Relaxation for Ex-servicemen upto maximum 10 years)	As per minimum wages for <u>Skilled Category</u> notified by Govt. of NCT of Delhi, from time to time.
3.	Security Guard/Watch and Ward (Unarmed)	(ii) 10 th Pass from a recognised Board / School. Desirable: Working knowledge of Hindi.	18-40 years. (Relaxation for Ex-servicemen upto maximum 10 years)	As per minimum wages for <u>Semi-Skilled Category</u> notified by Govt. of NCT of Delhi, from time to time.
4.	Supervisor (Security Guard/Watch)	(ii) 12 th Pass from a recognised Board / School.	18-40 years.	As per minimum wages for <u>Skilled Category</u> notified by Govt. of NCT

	and Ward)	Desirable:- Working knowledge of Hindi.	(Relaxation for Ex-servicemen upto maximum 10 years)	of Delhi, from time to time.
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***NOTE: - Upto 30% of the personnel deployed should be women, however the requirement of Female Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) / Multi Tasking Staff General (Security guard) will be decided by MS, MGH, Tilak Nagar .**

2. Salaries and Wages: - Prevailing minimum wages for Semi-Skilled Category and Skilled Category notified by Govt. of NCT of Delhi. Accordingly, the estimated financial implication of Salary / emolument on the basis of latest order No. **F.No. (142)/02/MW/VII/Part file/ 5206-5224 dated 23/10/2023 issued by Labour Department, Govt. of NCT of Delhi will be as under : -**

1. SCOPE OF WORK (RESPONSIBILITIES & DUTIES)

1.1. MULTI TASKING STAFF (HOSPITAL ADMN.)

- 1) He/She will wear proper uniform and display photo identity card provided by the manpower agency/Firm, on its own cost (i.e. successful bidder / agency/contractor/firm).
- 2) He / She will assist in providing care, comfort and cure to the patients and Maintain cleanliness.
- 3) He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS of Mata Gujri Hospital, Tilak Nagar.
- 4) The service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Mata Gujri Hospital ,Tilak Nagar and Corporation. The Contractor shall be fully responsible for the conduct of the staff deployed by him. If any such person is found then he/she will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to the MS of Mata Gujri Hospital ,Tilak Nagar .
- 5) He / She will assist staff in handling unruly visitors and patients, ensure plant safety and environmental conditions.
- 6) He / She will activate fire signal to alert Hospital / Health Unit staff and patients in case of fire in the Hospital / Health Unit and assist the staff in extinguishing fire and evacuating patients.
- 7) He/She will exhibit polite behavior towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
- 8) He/She will ensure that sufficient supply of linen and clean clothing is available for patients to assisting in patient.
- 9) He/She will help in maintaining the stocks of non-medical supplies.
- 10) He/She will help with turning and lifting of patients and transferring them by wheelchairs or by movable beds.
- 11) He/She will clean rooms like bathrooms, utility rooms, showers and also clean the interior windows.
- 12) He/She mop the floors, remove rubbish, vacuum carpets and eliminate dust from all areas and keep the hospital environment free of pollution.
- 13) To help in scrubbing and cleaning the wards, pantry and equipment.
- 14) To clean walls, windows, to polish brass stoppers, hinges of windows etc.
- 15) To help in serving food, milk and tea to patients.
- 16) To bring articles from medical and other stores.
- 17) To help the Sister checking articles of dead stock, linen and other ward equipment.
- 18) To accompany patients to other general hospitals whenever required.
- 19) To help the Sister in sorting out, counting and arranging linen and taking and giving linen for washing.
- 20) To dust furniture and equipments in the wards.
- 21) To make patients beds and to do any other duty that may be assigned by the MS of Mata Gujri Hospital ,Tilak Nagar .
- 22) He/she will assist nursing personnel /Doctor in patient care.
- 23) He/she will take call-book / referral letter to various departments.
- 24) He / she will transport the patients from one department to another department or for investigations, diagnostic, procedure and referrals, where necessary.
- 25) He/she will get the indent /drugs/Linen from stores and also bring sterilized material.
- 26) He/she will check the oxygen cylinder in use and also replace them as needed or as directed.
- 27) He/she will assist the dietary department personnel in orderly distribution of diet in the wards.
- 28) He/she will do dusting of the department including cobwebs and will also assist Ward Boys & Ward Aays for disinfection of the rooms.

- 29) He/She will take appropriate care of the instruments used in the department.
- 30) He/she will assist nursing staff in packing the dead body and its transportation to & from mortuary.
- 31) He/she will provide first aid to patients as and when required / directed.
- 32) 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.
- 33) He/She will ensure economical usage of electricity and water round the clock.
- 34) He/She should be courteous in behaviour with patient, employees and visitors and aware about the location of various departments to guide visitors accordingly.
- 35) He/She will not smoke/consume drugs/intoxicants in any form within the hospital premises.
- 36) He / She will also help the rescuers in case of any calamity / disaster in the hospital.
- 37) 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.
- 38) To do any other duty that may be directed by the MS of Mata Gujri Hospital ,Tilak Nagar .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 MS of the Mata Gujri Hospital ,Tilak Nagar . The timing of single shift duty will be specified by the MS of the Mata Gujri Hospital ,Tilak Nagar .
- 39) He/She will do any other work as assigned by the MS of the Mata Gujri Hospital ,Tilak Nagar and perform any task as directed by Higher Authority.

1.2. MULTI TASKING STAFF (DEMS)(DUTIES AND RESPONSIBILITIES)

- 1) He/She will wear proper uniform and display photo identity card provided by the manpower agency/Firm, on its own cost (i.e. successful bidder / agency/contractor/firm).
- 2) He / She will assist in providing care, comfort and cure to the patients and Maintain cleanliness.
- 3) He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS of the Mata Gujri Hospital ,Tilak Nagar .
- 4) The service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Mata Gujri Hospital , Tilak Nagar and Corporation. The Contractor shall be fully responsible for the conduct of the staff deployed by him. If any such person is found then he/she will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to the MS of the Mata Gujri Hospital ,Tilak Nagar .
- 5) He / She will assist staff in handling unruly visitors and patients, ensure plant safety and environmental conditions.
- 6) He / She will activate fire signal to alert Hospital / Health Unit staff and patients in case of fire in the Hospital / Health Unit and assist the staff in extinguishing fire and evacuating patients.
- 7) He/She will exhibit polite behavior towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
- 8) 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 MS of the Mata Gujri Hospital ,Tilak Nagar .The timing of single shift duty will be specified by the MS of the Mata Gujr iHospital , Tilak Nagar .
- 9) He / She will collect urine and stools specimens take them to laboratory for investigation and bring the reports.
- 10) He / She will maintain cordial behavior, harsh/rude behavior and non-co-operation towards patients / attendants / staff will not be tolerated.
- 11) Impersonification will not be allowed in any case.
- 12) Cleaning, Sweeping, Mopping of the hospital / health unit 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.
- 13) 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.
- 14) 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.
- 15) Removing of cobweb from the wards / toilets will be done on day to day basis. Giving and removing of bedpans, urinals to patients as required and also preparing for operation and diagnostic procedures will be ensured.
- 16) Cleaning and scrubbing of urinals and bedpans, buckets, dustbins, chamber pots etc. with liquid soap/detergent will be done daily.
- 17) Soiled linen from the wards will be removed and set to laundry for washing.
- 18) Measuring of Urine, Stool samples and emptying of urine bags whenever required.
- 19) Collecting Urine, Stool Samples and taking them to laboratories.
- 20) Emptying of chamber pots, dustbins and collection of garbage from the ward and disposal of garbage to garbage collection centre twice in each shift.
- 21) Disposal of imputed limbs will be done immediately as per direction of Medical Officer on duty.

- 22) To help in packing of dead body and stacking it in the mortuary and handing over the same to authorized claimants.
- 23) Washing of walls, floors or Operation Room and Labour Room daily.
- 24) Carbonization of Operation Room after each case as directed by the O.T. Incharge.
- 25) Mopping of Operation Room after each case as directed by the O.T. Incharge.
- 26) 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.
- 27) 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.
- 28) 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/MS of the Mata Gujri Hospital ,Tilak Nagar .
 - (d) To follow the instructions as given by the MS Mata Gujri Hospital, Tilak Nagar 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.
- 29) He/She will do any other work as assigned by the MS of the Mata Gujri Hospital ,Tilak Nagar and perform any task as directed by Higher Authority.

1.3. Security Guard/ WATCH AND WARD (UNARMED)

- 1) He/She will wear proper uniform and display photo identity card provided by the manpower Agency/Firm, on its own cost (i.e. successful Bidder / Agency/Contractor/Firm).
- 2) He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS of the Mata Gujri Hospital ,Tilak Nagar .
- 3) The service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Hospital / Health Unit and Corporation. The Contractor shall be fully responsible for the conduct of the staff deployed by him. If any such person is found then he/she will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to the MS of the Mata Gujri Hospital ,Tilak Nagar .
- 4) The Watch and Ward (unarmed) is responsible for watch and ward of Hospital / Health Unit premises 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.
- 5) He / She will take tour of Hospital / Health Unit premises and grounds, examine doors, windows, and gates etc at regular intervals to ensure safety of them, as under:-
- 6) Check Hospital / Health Unit all doors on an hourly basis.
- 7) Check Parking lots at least five times in a shift.
- 8) He / She will question every unauthorized person politely for unauthorized entry in Hospital / Health Unit premises and inform MS of the Mata Gujri Hospital ,Tilak Nagar and Police Authority for assistance, if required, according to circumstance / situation.
- 9) He / She will activate fire signal to alert staff of the Mata Gujri Hospital ,Tilak Nagar and patients in case of fire in the Mata Gujri Hospital , Tilak Nagar and assist the staff in extinguishing fire and evacuating patients.
- 10) He / She will patrol the Mata Gujri Hospital ,Tilak Nagar premise grounds to detect unauthorized persons or vehicles at regular intervals. 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.
- 11) He / She will check exterior lighting and access routes of fire tenders.
- 12) He / She will endeavor to identify any antisocial element in the crowd to avoid any undesirable situation such as arguments, noisy scenes, accidents or thefts etc in the Mata Gujri Hospital , Tilak Nagar .
- 13) He/She will exhibit polite behavior towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
- 14) Charter of duty and responsibility of all Watch and Ward 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.

- 15) He/She should be unobtrusive yet effective in implementing the Health unit rules and regulations. He/she will gather information and prevent/ handle something wrong likely to happen, whenever/wherever in the Mata Gujri Hospital , Tilak Nagar premises.
- 16) He/she will assist MS of the Mata Gujri Hospital ,Tilak Nagar 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.
- 17) He/she should possess a high suspicion index so he/she does not miss any unusual observation. Health Units can be soft targets for terrorist activities such as bomb blasts, firing. Watch and Ward staff must be especially alert to avert such catastrophe.
- 18) 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.
- 19) There should be a system of gate pass to check and control the entry/exit points of the Mata Gujri Hospital ,Tilak Nagar premises, stores and equipments. The temporary out pass for equipments/stores should have a fixed validity of time leading to automatic check and enquiry about reasons for non-returning of items within the prescribed time limit.
- 20) He/She will control access to establishments, monitor and authorize the entrance or departure of employees and visitors, check identification.
- 21) He/She will respond to alarms, investigate disturbances and contact superiors, police or fire-fighters as appropriate.
- 22) 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 MS of the Mata Gujri Hospital ,Tilak Nagar . The timing of single shift duty will be specified by the MS of the Mata Gujri Hospital ,Tilak Nagar .
- 23) He/She will do any other work as assigned by the MS of the Mata Gujri Hospital ,Tilak Nagar and perform any task as directed by Higher Authority.

1.4. SUPERVISOR (MTS)(DUTIES AND RESPONSIBILITIES)

- 1) He/She will wear proper uniform and display photo identity card provided by the manpower agency/Firm, on its own cost (i.e. successful bidder / agency/contractor/firm).
- 2) Supervise MTS personnel of the Mata Gujri Hospital ,Tilak Nagar .
- 3) Maintain daily records of place of their deployment.
- 4) Assist the MTS personnel.
- 5) Lead emergency response drills.
- 6) Perform investigations.
- 7) Conduct inspections for physical and safety hazards.
- 8) He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS of the Mata Gujri Hospital ,Tilak Nagar .

1.5. SUPERVISOR SECURITY GUARD (WATCH AND WARD) (DUTIES AND RESPONSIBILITIES)

- 1) He/She will wear proper uniform and display photo identity card provided by the manpower agency/Firm, on its own cost (i.e. Successful Bidder / Agency/Contractor/Firm).
- 2) Supervise Watch and Ward of the Mata Gujri Hospital , Tilak Nagar .
- 3) Maintain daily records of place of their deployment.
- 4) Assist the Watch and Ward.
- 5) Lead emergency response drills.
- 6) Perform investigations.
- 7) Conduct inspections for physical and safety hazards.
- 8) He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS of the Mata Gujri Hospital ,Tilak Nagar .
- 9) Prepare and conduct training for new hired and current staff including training on workplace searches for drug and alcohol procedures, and related safety and Watch and Ward topics.
- 10) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 11) The service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Mata Gujri Hospital ,Tilak Nagar and Corporation. The Contractor shall be fully responsible for the conduct of his/her staff. Such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to the MS of the Mata Gujri Hospital ,Tilak Nagar .
- 12) Any other work as assigned by the MS of the Mata Gujri Hospital ,Tilak Nagar and perform tasks as directed by Higher Authority.

- 13) Good communication skills.
- 14) Critical thinking skills.
- 15) Must be able to observe situations and make appropriate response.
- 16) Must be able to work with speed.
- 17) Must have supervisory experience of Watch and Ward.
- 18) Must have no criminal record.

Tender Terms and Conditions of the bid are as under :

Bid duration - 15 days from the Bid Opening Date

1. **Bid offer validity** (From End date) - 180 days.
2. Time to be allowed to the seller for technical clarifications during technical evaluation- **2 days**.
3. **Average Annual turnover (for last 03 financial years) (In lakhs)** (The Minimum average financial turnover of the bidder during the last three financial years (i.e , 2020-2021, 2021-2022 and 2022-2023) ending on 31st March of the previous financial years should be 1.80 Crore
4. Last 05 Financial Years of Past Experience in any Govt. Hospital Required (The Bidder must have minimum 05(Five) years experience in outsourcing of manpower service in any Central Govt./State Govt. Org./PSU Hospital / Health Unit.
5. **The Bidder must have executed at least following similar works in last 05 financial years in any Central Govt./State Govt. Org./PSU Hospital / Health Unit :-**
 - (a) One similar work/project of 80% of total bid value, i.e Rs.2.94 crore.
Or
 - (b) Two similar work/projects of 50% of total bid value, i.e Rs.1.84 crore.
Or
 - (c) Three similar work/ projects of 40% of total bid value, i.e Rs.1.47 crore
6. **Criteria of Selection for final award if more than 1 bidder have quoted LI price "Run L1 Selection" on GeM portal** (If two or more bidders will quote the same price for the tender).
7. **EMD** : - Bidders are required to deposit EMD (@ 2 % of estimated cost) i.e Rs 7.35 lakh. Exemption in depositing will be given to MSME vendor, as per rule.
8. **Performance Bank Guarantee (PBG)**- 5% of the final project cost.
9. The contract will be for one year (extendable for further one year with approval of competent authority) from the commencement of the contract subject to satisfactory performance and on failure on this aspect, the MCD reserves the right to terminate the contract.
10. **Availability of Office of Service Provider**: An office of the Service Provider must be located in Delhi. **Documentary Evidence to be Submitted .**
11. Bidders can also submit the EMD with Account Payee Demand Draft in favour of **Commissioner, Municipal Corporation of Delhi** payable at Delhi. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 05 days of Bid End date / Bid Opening date.
12. **Bidder financial standing**:- The bidder should not be under liquidation, Court receivership or similar proceedings, should not be bankrupt at the time of submission of bidding / tendering. Bidder has to upload requisite documents from Bank or Chartered Accountant (CA) to this effect with bid. .
13. **Blacklist** :- The bidder /firm will submit a declaration on Non judicial Stamp paper of Rs 100 (Rupees hundred only) duly notarized that neither the bidder / firm is not blacklisted/ debarred from any Govt / Semi-Govt/Central Govt./State Govt/PSU /Autonomous bodies/organizations at the time of submission of bid/tendering nor any owner / Director/ partner of the bidder/firm was not an owner/Director or partner in the firm that has ever been blacklisted by the any Govt / Semi-Govt/Central Govt./State Govt/PSU /Autonomous bodies/organizations
14. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
15. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST.
16. **Dedicated/toll Free Telephone No. for Service Support**: BIDDER/OEM must have Dedicated/toll

Free Telephone No. for Service Support.

17. **Escalation Matrix For Service Support:-** Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
18. **Option Clause:** The Purchaser reserves the right to increase or decrease the quantity to be ordered up to **25% (Percent)** at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
19. **Payment Of Salaries And Wages:** Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer along with all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff. A Certificate payment of salary to manpower staff will be supplied by the manpower agency / firm at the time submitted bills of every month.
20. **Timely Release Salary by Agency / Firm :** - The Service Provider shall be responsible for timely payment of take-home remuneration to the manpower and deposit of EPF and ESI (both employee and employer share), failing which deductions shall be made by buyer. The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Buyer Department or any other authority under Law. The Service Provider shall ensure regular payment to the deployed manpower to their entitlements like monthly salaries/ wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
21. **Successful Bidder** can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of **Commissioner, Municipal Corporation of Delhi** payable at **Delhi**. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy of the original DD to the Buyer within 15 days of award of contract.
22. **The Service Provider** is required to have **at least 40 % of the required manpower** on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.
23. Agency will provide line management {**a team of Supervisor(s)** } which will operate 365 day / 24/7.
24. Ensure all necessary property inspections have been carried out and security equipment is in serviceable condition.
25. The Agency shall not engage any such sub-Agency or transfer the contract to any other person in any manner.
26. The Agency shall indemnify the Mata Gujri Hospital, Tilak Nagar from an against all claims, damages, losses and expenses arising out of or resulting from the works/services under the contract provided by the Agency. In case of any loss caused due to theft / damage of any equipment / accessories / Assests within the premises of Mata Gujri Hospital, Tilak Nagar will be recovered from the monthly bill of the agency / firm for actual present value thereof.
27. All liabilities arising out of accident or death while on duty shall be borne by the Agency. Only physically fit personnel shall be deployed for duty.
28. Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the property/areas of the health unit premises. The Agency shall be responsible to protect all properties and equipments of the Mata Gujri Hospital, Tilak Nagar unit entrusted to it.
29. Supervisor (MTS) must organize surprise visits (during day and night) to check the alertness and attentiveness of the Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS).
30. The MS of the Mata Gujri Hospital, Tilak Nagar shall have right to have any person removed in case of patient/staff/staff complaints if the person is not performing the job satisfactorily or otherwise. The Agency shall have to arrange the suitable replacement in all such cases **within 24 hours positively**.
31. **The payment of minimum wages for category Semi -Skilled &Skilled** whichever is applicable will be subject to variation from time to time in wages as notified by Govt. of NCT of Delhi and in cases of statutory payment (ESI, PF and GST etc.) will be consider by the Competent Authority to the extent of actual on submission of claim will documentary proof accompanied by the relevant Govt. notification / orders.
32. The Antecedents of MTS staff deployed shall be got verified by the manpower agency from the local police authorities and an undertaking in this regard is to be submitted to the MS of Mata Gujri Hospital

, Tilak Nagar.

33. The Service Provider/Firm/Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. The Buyer shall, in no way be responsible for settlement of such issues whatsoever.
34. The Service Provider, at all times, will ensure that the services being provided under this Contract/Agreement are performed strictly in accordance with all applicable laws, order, byelaws, regulations, notifications, guidelines, rules, standards, recommended practices etc. and no liability in this regard will be attached to the Buyer.
35. Selected/Eligible candidates / manpower as per eligibility criteria will be deployed after the obtaining approval of the Competent Authority i.e. **DHA/DC (Health)**, as per requirement of the Mata Gujri Hospital, Tilak Nagar.
36. Agency / Firms / Bidders are advised to study the Bid/tender documents carefully.
37. 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.
38. The Bidder/Agency/Firm shall provide round the clock MTS services in the Mata Gujri Hospital, Tilak Nagar premises.
39. The list of personnel to be deployed shall be made available to the Mata Gujri Hospital, Tilak Nagar and if any change is required on part of the Mata Gujri Hospital, Tilak Nagar, a fresh list shall be made available by the contractor before making any change. However, as far as possible, the list will not be frequently changed so that continuity in operation is maintained. It will be mandatory that induction training is given by the contractor to the personnel to be deployed.
40. **Upto 30% of the personnel deployed should be women**, however the requirement of female MTS worker will be decided by the MS of the Mata Gujri Hospital.
41. **Labour Laws:-**The MTS Workers deployed by the Contractor shall be the employees of the contractor. The Contractor shall abide by and comply with all relevant laws and statutory requirements covered under the Labour Laws, minimum wages, contract labour (Regulation & Abolition) Act 1970, EPF, ESI, Employees Compensation Act 1923, Bonus etc. in respect of the personnel engaged by the Contractor and for any lapse in this regard the Contractor shall be held accountable. The Contractor shall maintain registers required for recording the names of the personnel and their daily deployment sheet which shall be made available to the statutory authorities and departmental authorities on regular basis. The department shall also have a register for recording the names and details of personnel deployed on duty, and their attendance for coming in time and going out in time. The Contractor shall submitted a certificate by 07th Day of Every Month that Contractor has complied with all relevant Labour Laws need applicable thereto.
42. **Accident:** -All liabilities in respect of an accident or death or occupational hazards during/out of/in course of work shall be borne by the contractor.
43. **Performance and Supervisions:** -Adequate supervision will be provided to ensure up to mark performance of the said services in accordance with the prevailing assignment & instructions agreed upon between the two parties. In order to exercise effective control & supervision over the personnel deployed, the supervisory staff will be deployed round the clock by the Contractor in the Hospital / health units premises at the cost of Agency/Firm, who will be the nodal point of co-ordination on any issue related to numbers, place of deployment & nature of duties.
 - 1.1. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the department.
 - 1.2. Contractor and its personnel shall take proper and reasonable precautions to prevent any loss, destruction, waste or misuse of the areas of whose responsibility has been given to them by the department and shall not knowingly lead to any person or company in any of the areas for any activities whatsoever under its control.
 - 1.3. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/Patients/Attendants and should project an image of utmost discipline. The Department shall have right to recommend any person to be removed through contractor in case of patients/staff complaints or as performing the job unsatisfactorily. The contractor shall have to arrange the suitable replacement in all such cases immediately failing which 10% of the contractual amount will be deducted from the monthly bill in each occasion in the interest of general public/MCD. In case of any public complaint is received attributable to any un-lawful activities including under the influence of liquor, smoking or intoxication, misconduct /misbehavior of contractor's personnel, the person will be removed by the contractor immediately and will not be re-employed in future by the contractor in any of the Hospital / Health Unit in Municipal Corporation, failing

which, 10% of the contractual amount will be deducted from the monthly bill on each occasion in the interest of general public.

44. The MTS personnel shall not accept any tip/Bakshish or demand any gratitude or reward in any manner from the patient or his/her relatives including general public/staff Under the terms of their employment agreement with the Contractor the personnel engaged under the contract shall not do any professional or other work for reward or otherwise either directly or indirectly.
45. The MS of the Mata Gujri Hospital, Tilak Nagar shall have the right, to have any person removed who is considered undesirable or otherwise.
46. The Agency/Firm/Bidder shall get MTS worker screened for visual, hearing, gross physical defects, contagious diseases, criminal records, police verification and will provide a certificate to this effect for each personnel deployed. Mata Gujri Hospital, Tilak Nagar will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
47. **Shift Duty: -**
- 1.1. There will be fixed hours of shift duties and total numbers of shifts in a day will be three. The duty hours will be decided by MS of the Mata Gujri Hospital, Tilak Nagar and should be in compliance with the Labour Laws. The timings of the shift may be different at different places of posting of SECURITY worker in the hospital.
 - 1.2. During their tenure each and every MTS Worker will be allowed weekly rest as per the Labour Laws.
 - 1.3. None of the duty personnel is allowed to do double shift duty under any circumstances
48. **Familiarization:-**The Contractor in consultation with Department will give basic familiarization under the contract for 2-3 days about the duties to be performed by the MTS Workers and their desirable behavior with the public and the patients in particular and this period 2-3 days will not be counted as shift manned by Contractor's personnel for the payment under the contract.
49. **Confidentiality:-** The Agency/Firm/Bidder shall ensure that its personnel shall not at any time divulge or make known any trust, accounts matter or transaction undertaken or handled by the Department and shall not disclose any information about the affairs of Department.
- 1.1. The Agency/Firm/Bidder shall not, either during the terms or after expiry of this Contract disclose any proprietary or confidential information related to the services /contract and/or Department's business/operations, information, application /software, hardware, business data designs and other information/documents without the prior written consent of the Department.
 - 1.2. The Agency/Firm/Bidder shall execute a Non Disclosure Agreement (NDA) in favour of the Department.
 - 1.3. The Agency/Firm/Bidder shall be liable to fully compensate the Department for any loss of revenue arising from breach of confidentiality. The department reserves the right to adopt legal proceedings, civil or criminal, against the Agency/Firm/Bidder in relation to the dispute arising out of breach of obligation by the Contractor under the clause.
50. **Any liability arising out of any litigation** (including those in consumer courts) due to any act of Agency/Firm/Bidder's personnel shall be directly borne by the Agency/Firm/Bidder including all expenses/fines. The Agency/Firm/Bidder's personnel shall attend the court as and when required. In case of any dispute between the Buyer (MCD) and Seller (Firm / Agency / Contractor), the jurisdiction of the Court will be Delhi Only.
51. **Union Activities:-** The MTS workers engaged by the contractor shall not take part in any staff union and association activities while on duty in the premises of the department. The contractor/ agency will not allow or permit his/ their employees to participate in any trade union activities or agitation in the premises of the hospital. In case of any legal implications arising due to contract, Agency will be solely responsible and shall bear all the expenses to settle up the dispute.
52. **Discontinue Contract Period:-** This contract can be cancelled by MCD at anytime, during the operation period, by giving one month notice in advance, in writing for any reason whatsoever.
53. **Deduction : -**
Deductions can be imposed by the Buyer for the following:-

S.No.	Description	Deductions		
		1st Instance	2nd Instance	3rd Instance
1.	Non-deployment of total manpower mentioned in the	Up to 15 Days, 1 day wages of the resources which are not deployed,		

	contract as per the date of joining	per day. Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor /firm/agency / EMD / PBG.		
2.	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG and legal action against the Service Provider depending on the gravity of the act.		
3.	If the employee is found responsible for any theft, loss of material/ articles and damages	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the Buyer. Replacement of employee within 2 days.	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the buyer. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG.
4.	If the employee is found responsible for disobedience/ misconduct	Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG
5.	If the employee is absent or takes leave for more than 2 days without informing buyer or taking prior approval without substitute being provided by the service provider.	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 1day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 2 daywages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG
6.	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of	

			contractor/firm/agency / EMD / PBG	
7.	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)	Rs. 100 per day per resource, warning to Service Provider to deposit the said amount within 7 working days	Rs. 200 per day per resource, hold on all type of payments to Service Provider till the said amount is deposited to respective stakeholders and proof of same is submitted to Buyer	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG

54. **Antecedent Verification:** -Before actually deploying the Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) / Multi Tasking Staff General (Security guard) and Supervisor (MTS), the contractor shall inform the department in writing that the antecedents of the personnel to be deployed have been verified for having no criminal record and further the copies of the police verification will be submitted. The contractor shall also provide to the department curriculum Vitae (CV) of the personnel to be deployed. The CV will contain such information as name, age, parentage, permanent/present residential address, marital status and next of kin, Aadhar Card.
55. **Uniform and Dress:**-The personnel engaged by the contractor shall be dressed in neat and clean uniform with proper name badges, failing which a penalty of Rs. 500/- for each occasion per person will be imposed on the contractor, Habitual offenders in this regard shall be withdrawn from the deployment. The penalty on this account shall be deducted from the contractor's bills (while quoting the financial bid, the contractor is advised to properly factor in the cost towards the uniform & dress. Contractor/Agency/Firm/Bidder will give an undertaking that Uniform with proper name badges will be provided to each contractual employee deployed by the Agency/firm at Health Unit(s). Cost of uniform / badge etc will be borne by Agency / firm. Washing & maintenance of these uniforms and protective covers will not be borne by the Hospital / Health Unit.
56. **Discipline and Courtesy:** - The personnel engaged have to be courteous with pleasant mannerism in their dealing with the department officials, patients and members of public and should project an image of utmost discipline. The department shall have right to have any person removed in case of complaints from hospital staff or as decided by representative of the department if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange suitable replacement in all such cases.
57. **Illegal activities:**- Any personnel engaged by the agency, if found indulging in illegal activities, is liable to be handed over to the police and/or any punitive action deemed fit will be taken against the agency.
58. **Supervision:**- The agency shall nominate supervisor for monitoring outsourced staff provided by agency round the clock at the cost of firm. No extra financial liability for the same will be borne by the Municipal Corporation of Delhi.
59. **Deployment of MTS Staff by Agency/Firm:** - The contractor shall deploy only such adult workers who are physically and mentally fit and a general medical certificate to that effect should be enclosed with the bio-data of the worker at the time of commencement of contract and deployment of the persons. The service provider shall ensure the Health and Safety measures of the employees and it shall alone be fully responsible for well-being, safety, security and insurance of their personnel. The institute 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 duties or otherwise, the contractor shall indemnify Hospital / Health Unit for all such damages, compensation and expenses whatsoever in respect thereof or in relation thereto.
60. **Undertaking :** - The service provider/contractor shall not make any unauthorized deductions from the wages of the contract labour and provide below undertaking: "The Service Provider hereby undertakes not to charge any money/fees/ deductions in whatever manner, name or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at the Buyer's site. The Service Provider further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the Contract, in which case the Buyer and GeM shall have the right to take appropriate independent actions including termination of the Contract and actions as per GeM Incident Management Policy."

61. **Solvency Certificate:-** Solvency Certificate in the format as per **ANNEXURE attached** issued by a Nationalized or any Scheduled Bank in favour of the bidder should be for a value not less than at least **40% of Estimated Cost** put to tender. The solvency certificate should have been issued within 06 months from original last date of the submission of the bid. The bidder has to upload a scanned copy along with the bid. A notarized copy of **Solvency Certificate** shall be submitted along with other notarized documents.
62. The duties and responsibilities of the manpower deployed by the agency/firm are as per the job profile of Mata Gujri Hospital, Tilak Nagar.
63. Bidders are required to furnish Bid Security (also known as Earnest Money) of an amount equal to **2% (Rs 7.35 lakh)** of work value in favor of "**Commissioner, Municipal Corporation of Delhi**".
64. 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.
65. Contract Agreement : - Successful Bidder / Firm / Agency / Contractor will sign a contract agreement With Municipal Corporation of Delhi for the services to be rendered by the Firm / Agency / Bidder on Non-Judicial Stamp Paper of Rs. 100/- within 15 days of issue of work order.
66. Agency / Firm / Service Provider shall have appropriate insurance cover for its personnel for personal accident and death whilst performing the duty and the MCD shall own no liability and obligation in this regard.
67. The working hours and days of the outsourced employees will be as per the existing applicable rules. However, they must work on extended hours and/or holidays, if necessary and required based on demand of work.
68. The contract will be for One Year from the commencement of the contract subject to satisfactory performance and on failure on this aspect, the MCD reserves the right to terminate the contract. This period is extendable to one more year subject to satisfactory performance report by the MS of Mata Gujri Hospital, Tilak Nagar.
69. Prices quoted shall be fixed during the period of the contract including any extended period and not subject to variation on any account except in cases of minimum wages as notified by Govt. of NCT of Delhi from time to time and 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.
70. The MCD reserves 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.
71. The Commissioner, MCD 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 03 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.
72. Such undertaking that he/she has not secured the employment through corrupt practices should be obtained from all the outsourced staff.
73. 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.
74. I/card with name of the post and prescribed dress of Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) / Multi Tasking Staff General (Security Guard) and Supervisor (MTS)/ Supervisor Security Guard will be provided by manpower agency / firm / contractor own its cost no liability of Mata Gujri Hospital, Tilak Nagar.
75. The contractor shall provide man power strictly as per the eligibility criteria and guidelines of MCD along with terms and conditions as above mentioned posts.
76. Contractual staff shall be paid the wages strictly as per attendance marked by them in attendance register kept and maintained by Nodal Officer designated by Head of Health Intuition Concerned. Attendance should be duly verified by MS of the Mata Gujri Hospital, Tilak Nagar.
77. 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 MCD.

The timing of single shift duty will be specified by the MCD. Performance will be signed by the Concerned Nodal Officer.

78. 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 nonperforming duty properly in the opinion of the MS of the Mata Gujri Hospital, Tilak Nagar, he/she is liable to be removed and replaced by a suitable person immediately i.e. within 24 hours positively.
79. 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.
80. 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 MCD and shall not knowingly lend to any person or company any of the effects or assets of the MCD under its control.
81. In the event of loss/damage of equipments etc. at the premises of the MCD due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to MCD apart from removal of the responsible person.
82. **Documents Comprising the Bids:** The Bid prepared by the bidder shall comprise of the following

CHECK LIST OF ELIGIBLE AGENCY/FIRM/BIDDER/CONTRACTOR

S.No.	Attributes about the documents	Document Submitted (Yes / No)	Number of page at which the document is made available
1.	EMD @ 2% of Bid Amount (Rs 7.35 lakh)		
2.	Documentary proof of registration under Labour Act 1970		
3.	Average Annual turnover (for last 03 financial years) (In lakhs) (The Minimum average financial turnover of the bidder during the last three financial years (i.e , 2020-2021, 2021-2022 and 2022-2023) ending on 31 st March of the previous financial years should be 1.80 Crore.		
4.	Year of experiences (Experience Criteria in any Govt Hospital/ Health Units/Central Govt./State Govt/PSU Hospital/Autonomous bodies during last 5 years (i.e 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) to providing similar services/manpower in any Govt Hospital/ Health Units/Central Govt./State Govt/PSU Hospital/Autonomous bodies		
5.	Proof of office in Delhi / New Delhi.		
6.	Forwarding letter accepting the Terms and Conditions and Additional Terms & Conditions (ATC)		
7.	Past experience in last 05 financial year of providing similar services to any Govt Hospital/ Health Units/Central Govt./State Govt/PSU Hospital/Autonomous bodies(i.e 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) to providing similar services/manpower in any Govt Hospital/ Health Units/Central Govt./State Govt/PSU Hospital/Autonomous bodies a) 01 project 80% of estimated value i.e. more than 2.94 crore. b) 02 project 50% of estimated value i.e. more than 1.84 crore. c) 03 project 40% of estimated value i.e. more than 1.47 crore.		
8.	Certificate for acceptance of Terms and conditions		
9.	Total No. of employee on their payroll 40% Employee Must		
10.	Dedicated / Toll free Telephone number for service support.		

11.	Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.		
12.	Acceptance of Payment of Salary and Wages Clause & Option clause for increase and decrease manpower at the time of placing order and increase 25% manpower during the contract.		
13.	Documentary proof of performance certificate for the last 05 financial years of providing similar services to any Govt Hospital/ Health Units/Central Govt./State Govt./PSU Hospital/Autonomous bodies during last 5 years (i.e 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) to providing similar services/manpower in any Govt Hospital/ Health Units/Central Govt./State Govt./PSU Hospital/Autonomous bodies with copy of contract/agreement with valid extensions and satisfactory completion		
14.	Documentary proof in form of latest ESI/EPF return for the last 06 months of financial year as filled by concerned authorities by the bidder as proof of manpower in their role		
15.	Documentary proof of EPF registration & Code number		
16.	Documentary proof of ESIC registration & Code Number		
17.	Documentary proof of Service tax registration & latest tax return clearance certificate of last 03 financial years.		
18.	Documentary proof of PAN/TAN number of Firm/Agency/Person		
19.	Documentary proof of Registration in Labour department.		
20.	The bidder /firm will submit a declaration on Non judicial Stamp paper of Rs 100 (Rupees hundred only) duly notarized that neither the bidder / firm is not blacklisted/ debarred from any Govt / Semi-Govt/Central Govt./State Govt./PSU /Autonomous bodies/organizations at the time of submission of bid/tendering nor any owner / Director/ partner of the bidder/firm was not an owner/Director or partner in the firm that has ever been blacklisted by the any Govt / Semi-Govt/Central Govt./State Govt./PSU /Autonomous bodies/organizations		
21.	Documentary proof of imparting training to the staff on regular basis as per NIT clause		
22.	Documentary proof and declaration proprietorship/partnership/Private limited or limited firm as per NIT		
23.	Documentary proof of the power of attorney in respect of the signatory of the documents on the non-judicial stamp paper of Rs 100 (Rupees hundred only) duly notarised.		
24.	Declaration of not having an agent/middle men/intermediary on letter head		
25.	Declaration for not have been facing any criminal charges.		
26.	Documentary proof of ISO Certificate ,if applicable		
27.	Documentary proof of Solvency Certificate		

This issues with the approval of prior Competent Authority, Municipal Corporation of Delhi.

-SD-

**Medical Superintendent
Mata Gujri Hospital,
Tilak Nagar (MCD)**

Director(IT)/MCD:- with the request to upload the tender information on MCD.