



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

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



No.:ADC(H)/SDMC/HQ/2021/ 699

DATED: 26/11/21

**TENDER NOTICE (THROUGH GEM) FOR HIRING OF MAN POWER AGENCY FOR OUTSOURCING OF
12 DENTAL ASSISTANT (06 MALE & 06 FEMALE) ON CONTRACT BASIS IN HOSPITAL ADMN. DEPTT.,
SOUTH DMC.**

Tender through GeM is invited from eligible Manpower service providers for providing **12 DENTAL ASSISTANT (06 MALE & 06 FEMALE)** to SDMC for the period of one year (extendable for a further period of one year). 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 02 DENTAL SURGEON (01 MALE & 01 FEMALE) on contract basis on minimum wages in SDMC.
Last Date & Time of submission e-Tender	06.12.2021 15:00:00
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.	79,947/-

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.

MANPOWER REQUIREMENT

S.No.	Post	Manpower needed	Monthly Remuneration (Minimum Wages)	Eligibility
1.	Dental Assistant	12 (06 Male and 06 Female)	As per Semi-Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	<ol style="list-style-type: none">1. 10 + 2 In General Science from a recognised Board or University.2. Three years working experience under a registered Dental Surgeon or Hospital.

Tender's Terms and Conditions

Requirements:-

Category- Manpower Outsourcing Services (Minimum Wages)

Total 12 Dental ASSISTANT (06 Male and 06 Female)

1. Skill Category- Semi Skilled Category.
2. Minimum Wages-17537/- per month.
3. Contract Start Date- ___/___/2021.
4. Contract End Date- ___/___/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) - 675/-.
8. Provident Fund (INR per day) -75/-.
9. ELDI (INR per day) - 00/-.
10. ESI (INR per day) - 22/-.
11. BONUS (INR per day) - 56/-.
12. EPF Admin Charge (INR per day) -00/-.
13. Bid duration- 10 days
14. Bid life Cycle (From Publish date)- 90 days
15. Bid offer validity (From End date)- 75 days
16. Time to be allowed to the seller for technical clarifications during technical evaluation- 2 days.
17. **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.
18. **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.
19. **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-
 - (a) 1 Project 80% of estimated value
 - (b) 2 Project 50% of estimated value
 - (c) 3 Project 40% of estimated value (in last 3 years)
20. **Documents required : YES**
 - a) Experience Criteria
 - b) Bidder Turnover
 - c) Past Experience for last 3 years
 - d) Certificate For Additional Term & Conditions (ATC)

21. Scope of work & Job description:-

Total 12 Dental Assistant (06 Male and 06 Female)

1. He / She will wear proper uniform and display photo identity card.
2. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
3. He / She will not be found sleeping during duty hours.
4. 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.
5. He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
6. He / She will assist in providing care, comfort and cure to the patients.
7. He/She will exhibit polite behaviour towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
8. Any other assignment given to his/her in case of any emergency will be done.
9. To do any other duty that may be directed by the Incharge of Hospital.
10. He / She must be punctual and regular and arrive ahead of time and any other duties assigned related to his/her job.
11. He/she to perform shift duties at schedule time.
12. Assist Dental Surgeon and other doctor and work under their direction and take over duties of Dental Technician / Hygienist in his absence or as and when assigned by Incharge.
13. Assist patients in their seating on the Dental Chair, drape the patient and put a glass of water for the patient.
14. Clean and sterilize instruments, linen and other appliances / equipment.
15. Keep instruments clean and tidy and ensure their readiness before every procedure.
16. Perform asepsis of the Dental Chair Unit, Maintain care and cleanliness of sterilizers and Dental Surgery.
17. Take and Develop Dental X-Rays and prepare sterile cotton and gauze for day to day use.
18. Maintain patient records and enter daily work done in the register / computer.
19. Carry Out lab work as directed by the Dental Surgeon.
20. Bring instruments and materials from store and keep record of it.
21. Responsible for storage, maintenance, accounting of instruments, dental chairs, and other supplies belonging to the Dental Unit and laboratory.
22. Ensure adequate supply of oxygen and other life saving equipment.
23. Provide all the equipment / instruments for the operation theatre.
24. Take adequate precautions against fire and other hazards.
25. Keep the emergency outfit up to date and in good working order in the Dental Unit.
26. Transfer patients to and from from Dental Unit.
27. Keep all the records of machines / equipments including the date of installation and the expiry of the items / articles / materials.
28. Be available in the Dental Unit til the last patient is attended and ensure closing of all surgeries including all medical / electrical equipments.
29. Assist in measure directed towards management of mass casualties and disasters.
30. Follow and ensure that others follow appropriate universal precautions and hospital waste disposal rules and regulations.
31. Maintain cleanliness of person and dress.
32. Assist and perform tasks as directed by Head of Department / Controlling Authority.
33. Educate and direct junior staff.
34. Any other work as assigned by the Competent Authority.

22. 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:-

TOTAL 12 DENTAL ASSISTANT (06 MALE & 06 FEMALE)

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 38 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).	70 to 80 Lakh	10
		More than 80 Lakh to 01 Crore	15
		More than 01 Crore	20
4.	Number of manpower on rolls (PF/ESI, documents are required to be provided).	Upto 20 nos.	10
		21 to 50.	15
		More than 50.	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. 60,00,000	10
		Value more than Rs. 38,00,000 up to Rs. 60,00,000	8
		Value more than Rs. 30,00,000 up to Rs. 38,00,000.	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 experiences in similar services of supply manpower in the Central Government Ministries/ Departments/ PSUs.

23. 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.

24. Performance Bank Guarantee (PBG)-3% of the final project cost.

25. 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 favor of "Commissioner, SDMC" payable at New Delhi" on the shape of Demand Draft (DD).
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 (Para-medical staff) supply not less than Rs.32,00,000/-.
 - (b) Two orders of manpower (Para-medical staff) supply not less than Rs. 20,00,000/-.
 - (c) Three orders of manpower (Para-medical staff) supply not less than Rs. 16,00,000/-.
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.

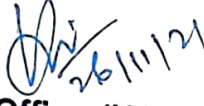
13. Contractual staff shall be paid the wages strictly as per biometric attendance marked by them.
14. Outsourced staff may have to perform rotational duties in shifts for round the clock duty on all days including Sundays and Holidays as per direction of competent authority of the SDMC. The timing of 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 equipments 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. AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee.

DOCUMENTARY EVIDENCE TO BE SUBMITTED(ONLY).

- (a) Bidders can also submit the EMD with Account Payee Demand Draft in favour of Commissioner South Delhi Municipal Corporation 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 5 days of Bid End date / Bid Opening date.
- (b) Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings should not be bankrupt. Bidder has to upload undertaking to this effect with bid.
- (c) 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.
- (d) Bidders rate should be inclusive of GST. 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 %.

- (e) Dedicated/toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- (f) Escalation Matrix For Service Support:- Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support
- (g) 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.
- (h) 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 alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.
- (i) 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 South Delhi Municipal Corporation 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.
21. If in any case bid is tied between two or more bidders then preference will be given to those bidder(s) who has/have completed tender / work order for providing services of maximum number of manpower successfully to any organization in last three years.
22. Even, 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 / work order of providing services of maximum number of manpower to any organization in last three years,

This issues with the approval of Competent Authority, SDMC.


Admn. Officer(HA)
HAD/SDMC

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