



NO/SDNH/2023-24/ D-3074

Dated 23.11.2023

Subject:- Tender for Outsourcing of Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) 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 for SDN Hospital and its satellite unit VSAS Karawal Nagar Delhi (Hospital Administration Department,) under the jurisdiction of Municipal Corporation of Delhi (MCD).

Swami Dayanand Hospital, under MCD was established in the year 1963 for providing medical facilities to the residents of Trans-Yamuna area and eastern outskirts of the Union Territory of Delhi. This Hospital is spread over 19 acres of Land. There are different Departments viz. General Medicine, General Surgery, Pediatrics, Orthopedics, Anesthesiology and Critical Care, Ophthalmology, E.N.T, Obstetrics and Gynecology, Dermatology, Pathology & Radiology, Emergency Medicine (Casualty Department), Transfusion medicine (Blood Bank) and Thalassaemia Day Care Centre in the Hospital. The sanctioned bed strength is presently 370 beds.

VSAS Hospital is a satellite unit of SDN Hospital with average OPD attendance 1000 with maternity ward of 10 beds running 24x7.

The RFP is as under:

The period of contract shall be for 01 (No. of Years) but if required by the Department it may be extended for 01 (No. of Years) on the basis of Satisfactory Work and Conduct Report of MTS Personnel by the Concerned MS of Hospital.

Tender through GeM Portal is invited from eligible Manpower service providers for providing manpower i.e. Multi Tasking Staff Hospital Administration (HA) / Multi Tasking Staff (DEMS) 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 various Hospitals and peripheral Health Units under the jurisdiction of Hospital Administration Department, Municipal Corporation of Delhi, for the period of 01 (No. of Years) (extendable for a further period of 01 {No. of Years}) on the basis of Satisfactory Work Performance and Conduct Report of MTS Personnel by Concerned MS of Hospital. 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 and information of which is available on the website of MCD i.e. <https://mcdonline.nic.in>.

5/11/20

Subject: Tender for Outsourcing of Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) 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 for SDN Hospital and its satellite unit VSAS Karawal Nagar Delhi (Hospital Administration Department) under the jurisdiction of Municipal Corporation of Delhi (MCD).

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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) in Semi Skilled Category and Supervisor (MTS) in Skilled Category on contract basis on minimum wages in Hospital Administration Department, Municipal Corporation of Delhi.
Last Date & Time of submission e-Tender	
Earnest Money Deposit (EMD) 2% of the bid value/ tender value to be Delivered in the office of Medical Superintendent Swami Dayanand Hospital Dilshad Garden Delhi on or before last date and time of online submission.	Earnest Money Rs. 9.60,000/- 2 % of Total Amount of Bid/ Tender Value i.e Rs. 4,80,00,000/-

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.

Mr. Sonu
Mr. Sonu
Mr. Sonu

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Requirement (No. of posts) of Multi-Tasking Staff (HA) / Multi-Tasking Staff (DEMS) in Semi-Skilled category and Supervisor (MTS) in Skilled Category to be deployed at various Hospitals of Hospital Administration Department, Municipal Corporation of Delhi is as under:

S.No.	HOSPITAL HEALTH UNIT	PLACE	Multi-Tasking Staff (HA) / Multi-Tasking Staff (DEMS) in Semi-Skilled Category	Supervisor (MTS) in Skilled Category
1	SDN Hospital Dilshad Garden and its Satellite Unit VSAS Karawal Nagar Delhi	Delhi	MEN HA 35 MEN DEMS 37	06
2	VSAS Karawal Nagar		DEMS 06	00
		TOTAL	128	06

*NOTE: - Upto 30% of the personnel deployed should be women, however the requirement of Female Multi-Tasking Staff (HA) / Multi-Tasking Staff (DEMS) will be decided in consultation with Concerned M.S of SDN Hospital, according to the requirements of the areas of the Hospitals Health Units, in any case.

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A. Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) (Total -128)

{MTS(HA) 85 + MTS(DEMS)43} = 128

Category = Semi-Skilled

S.No.	Particulars	Rate per day (In INR)	Rate per Month (In INR)
1.	Salary (remuneration) – Semi-Skilled Category		
2.	ESI Employer Share (3.25 % of minimum wages)		
3.	EPF (Charges @ 13% of Rs.15000) { EPF – 3.67 % + EPS – 8.33 % + EPF Admin. Charges – 0.5% + EDLI Admin Charges – 0.5%}		
	Total		
4.	Service provider charges (Max. 10 % of remuneration)		
	Total		
5.	Total for 128 (No. of) Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) for 01 year		
	GST 18%		
	Total estimated expenditure for one year. (A)		
6.	*Bonus for 128 (No. of) Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) @8.33 % of yearly remuneration, if applicable.		
	GST 18 %		
	Total Bonus for 128 (No. of) Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) with GST for one year. (B)		
7.	Total Estimated expenditure for one year including Bonus & GST (A+B)		

B. Supervisor (MTS) (Total Posts = 06

– Skilled Category

S.No.	Particulars	Rate per day (In INR)	Rate per Month (In INR)
1.	Salary (remuneration) –Skilled Category		
2.	ESI Employer Share (3.25 % of minimum wages)		
3.	EPF (Charges @ 13% of Rs.15000) { EPF – 3.67 % + EPS – 8.33 % + EPF Admin. Charges – 0.5% + EDLI Admin Charges – 0.5%}		
	Total		
4.	Service provider charges (Max. 10 % of remuneration)		
	Total		
5.	Total expenditure for 06 (No. of) Supervisor (MTS) for 1 year		
	GST 18%		
	Total estimated expenditure for one year. (A)		
6.	*Bonus for 06 (No. of)Supervisor (MTS) @ 8.33 % of yearly remuneration, if applicable.		
	GST 18 %		
	Total Bonus for 06_ (No. of)Supervisor (MTS)with GST for one year. (B)		
7.	Total Estimated expenditure for one year including Bonus & GST (A+B)		

*Bonus is applicable upto Rs.21,000/- monthly wages as on date.

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Total Expenditure of hiring manpower for above mentioned post(s) is as under: -

Priority	Wise Name of Post to be filled	Name of Posts	No. of Post of Bc filled	Total Expenditure
1.		Mulli Tasking Staff	85	
		(HA) / Mulli Tasking Staff (DEMS)	43	
		TOTAL	128	
2.		Supervisor (MTS)	06	
Total				

2 SCOPE OF WORK (RESPONSIBILITIES & DUTIES)

2.1. 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 Incharge of Hospital / Health Unit.
- 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 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 Incharge of Hospital / Health Unit.
- 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.

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- 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 Incharge of Hospital.
- 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 Incharge of Hospital / Health Unit.
- 39) 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 Incharge of the Hospital / Health Unit. The timing of single shift duty will be specified by the Incharge of Hospital / Health Unit.
- 40) He/She will do any other work as assigned by the Medical Officer Incharge of Hospital / Health Unit and perform any task as directed by Higher Authority.

2.2. MULTITASKING 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 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 Incharge of Hospital / Health Unit.
- 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 Incharge of Hospital / Health Unit.
- 4) He / She will assist staff in handling unruly visitors and patients, ensure plant safety and environmental conditions.
- 5) 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.
- 6) He/She will exhibit polite behavior towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
- 7) 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 Incharge of the Hospital / Health Unit. The timing of single shift duty will be specified by the Incharge of Hospital / Health Unit.
- 8) He / She will collect urine and stools specimens take them to laboratory for investigation and bring the reports.
- 9) He / She will maintain cordial behavior, harsh/rude behavior and non-co-operation towards patients / attendants / staff will not be tolerated.
- 10) Impersonification will not be allowed in any case.
- 11) 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.
- 12) 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.
- 13) 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.
- 14) Removing of cobweb from the wards / toilets will be done on day to day basis.
- 15) 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.
- 16) Soiled linen from the wards will be removed and set to laundry for washing.
- 17) Measuring of Urine, Stool samples and emptying of urine bags whenever required.
- 18) Collecting Urine, Stool Samples and taking them to laboratories.
- 19) Emptying of chamber pots, dustbins and collection of garbage from the ward and disposal of garbage to garbage collection centre twice in each shift.
- 20) Disposal of imputed limbs will be done immediately as per direction of Medical Officer on duty.
- 21) To help in packing of dead body and stacking it in the mortuary and handing over the same to authorized claimants.
- 22) Washing of walls, floors or Operation Room and Labour Room daily.
- 23) Carbonization of Operation Room after each case as directed by the O.T. Incharge.
- 24) Mopping of Operation Room after each case as directed by the O.T. Incharge.

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- 25) 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.
- 26) 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.
- 27) 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.
- 28) He/She will do any other work as assigned by the Medical Officer Incharge of Hospital / Health Unit and perform any task as directed by Higher Authority.
 - 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 Hospital / Health Unit.
 - 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 Incharge of Hospital / Health Unit.
 - 9) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
 - 10) 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 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 Incharge of Hospital / Health Unit.

- 11) Good communication skills.
- 12) Critical thinking skills.
- 13) Must be able to observe situations and make appropriate response.
- 14) Must be able to work with speed.
- 15) Must have supervisory experience of MTS personnel.
- 16) Must have no criminal record.
- 17) Any other work as assigned by the Medical Officer Incharge of Hospital / Health Units and perform tasks as directed by Higher Authority.

2. **Bid duration** - 15 days from the Bid Opening Date (till 24:00 Hrs. IST)

3. **Bid life Cycle** (From Publish date) - 180 days.

4. **Bid offer validity** (From End date) - 180 days.

5. Time to be allowed to the seller for technical clarifications during technical evaluation- 2 days.

6. **Average Annual turnover (for the last 03 years) (In lakhs)** (The Minimum average financial turnover of the bidder during the last three financial years ending on 31st March,2023 of the previous financial years should be Rs. 2.40 Crore **(Copy to be Attached by bidder)**).

7. **Last 07 financial yeatrs of past Experience in any Govt. Hospital/ Health Unit required** (Buyer can define seller/ service providers eligibility based on last 07 financial years of past experience of providing similar manpower service in any Central Govt./State Govt. Org/PSU Hospaital/ Health Unit @ 50 % bedded capacity (185 Bedded) of the concerned Hospital/Health Unit. please submit work experience of last 07 financial years of past experience done in the last 07 financial years 2016-2023 (Attach Proof/Copy by bidder) .

8. Past last 07 fiancial years of experience of similar services i.e in any Govt. Hospital / Health Unit @50% of bedded capacity (185 Bedded) of the concerned Hospital/Health Unit in any Central Govt./ State Govt./ PSU Hospital/ Autonomous Bodies (Buyer can define service providers eligibility based on past 07 financial years of experience of similar services providing manpower in any Central Govt./ State Govt./ PSU Hospital/ Autonomous bodies Hospital/ Health Unit (Please select yes if you want to use standard 80/50/40 clause as given in manual of procurement of services or select No if you do not want to include past experience clause)

Past last 07 financial years of experience of providing similar services in any Govt. Hospital / Health Unit @50% of bedded capacity (185 Beds) of the concerned Hospital/Health Unit in any Central Govt./ State Govt./ PSU Hospital / Autonomous Bodies.

- (a) 1 Project 80% of estimated value 3.84 Crore (Attach copy)
- (b) 2 Project 50% of estimated value 2.40 Crore (Attach copy)
- (c) 3 Project 40% of estimated value 1.92 Crore (Attach copy)



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9. Documents required : YES

a) Experience Criteria (in any Govt. Hospitals / Health Units in last 07 financial years @ 50% of bedded capacity (185 Beds) of the Concerned Hospital / Health Unit in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies)

b) Bidder Turnover (for last 03 financial years).

c) Past experience of similar services i.e. in any Govt. Hospital / Health Unit last 07 years @ 50% of bedded capacity (185 Beds) of the Concerned Hospital / Health Unit in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies.

d) Certificate for Acceptance of Terms & Conditions.

10. Criteria of Selection for final award if more than 1 bidder have quoted LI price "Run LI Selection" on GeM portal (If two or more bidders will quote the same price for the tender).

11. EMD :- Exemption in depositing will be given to MSME vendor, as per rule.

12. Performance Bank Guarantee (PBG)- 5% of the final project cost.

13. 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.

14. **Availability of Office of Service Provider:** Service Provider will provide the address of the Agency/Firm within in territory of Delhi within the period of 01 month of issuing of Work Order.

15. 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.

16. **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. **(Attach Copy)**.

17. **Blacklist :-** The bidder / firm will submit a declaration on non judicial stamp paper of Rs. 100/- duly notarized that Bidder / Firm is not blacklisted / debarred from any Govt. / Semi-Govt./PSU/Autonomous Organization at the time of submission of bidding / tendering.

18. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document. ATC (Terms & Conditions) and Corrigendum if any.

19. 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.

20. **Dedicated/toll Free Telephone No. for Service Support:** BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support. **(Attach Copy)**

21. **Escalation Matrix For Service Support:-** Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support. **(Attach Copy)**.

Handwritten signatures: [Signature 1] [Signature 2] [Signature 3]

9. Documents required : YES

a) Experience Criteria (in any Govt. Hospitals / Health Units in last 07 financial years@ 50% of bedded capacity (185 Beds) of the Concerned Hospital / Health Unit in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies)

b) Bidder Turnover (for last 03 financial years).

c) Past experience of similar services i.e. in any Govt. Hospital / Health Unit last 07 years@ 50% of bedded capacity(185 Beds) of the Concerned Hospital / Health Unit in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies.

d) Certificate for Acceptance of Terms & Conditions.

10. Criteria of Selection for final award if more than 1 bidder have quoted L1 price "Run L1 Selection" on GeM portal (If two or more bidders will quote the same price for the tender).

11. **EMD** : - Exemption in depositing will be given to MSME vendor, as per rule.

12. Performance Bank Guarantee (PBG)- 5% of the final project cost.

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19. 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.

20. **Dedicated/toll Free Telephone No. for Service Support:** BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support. (**Attach Copy**)

21. **Escalation Matrix For Service Support:-** Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support. (**Attach Copy**).

Handwritten signatures: Javed, Shweta, Ganesha

22. **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.
23. **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. A Certificate payment of salary to manpower staff will be supplied by the manpower agency / firm at the time submitted bills of every month.
24. **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.
25. **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.
26. **The Service Provider** is required to have **at least 40 % of the required manpower (54 Nos)** 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. (**Attach Copy**)
27. Agency will provide line management {**a team of Supervisor(s)**} which will operate 365 day / 24/7.
28. Ensure all necessary property inspections have been carried out.
29. The Agency shall not engage any such sub-Agency or transfer the contract to any other person in any manner.
30. The Agency shall indemnify the Health units 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 Hospital / Health Unit will be recovered from the monthly bill of the agency / firm for actual present value thereof.
31. 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.
32. 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 health unit entrusted to it.

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- 33. 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).
- 34. The Concerned MS of Hospitals shall have right to have any person removed in case of patient/staff/staff complaints or as decided by representative of the health units 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**.
- 35. The payment of minimum wages for category Unskilled, Semiskilled, Skilled and Highly 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.
- 36. 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 Hospital Administration-HQ.
- 37. 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.
- 38. 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.
- 39. It will be ensured by manpower agency that each MTS Personnel being deployed at Health Unit(s) is fully vaccinated against Corona, as per govt. guidelines.
- 40. An Evaluation Board having following members has been allowed to be constituted in case of Hospitals as per Table-A given below to evaluate Technical Bids / Financial Bids / selection of eligible manpower agency to provide manpower as per tender terms & conditions :-

Table – A (Evaluation Board for Hospitals)

Sl.No.	Designation of Concerned Officer	Members
1.	MS of Hospital / Representative of Concerned Hospital	Chairman
2.	Addl.MS of Hospital / Representative of Concerned Hospital	Member
3.	CMO (Admin.)/Nodal Officer of Concerned Hospital / Representative	Member
4.	DCA/ACA of Concerned Hospital / Representative	Member
5.	ALO / JLO of Concerned Zone	Member
6.	ALWO / LWS of Concerned Zone	Member
7.	AO / SO of Concerned Hospital	Member Secy.



41. Agency Firms Bidders are advised to study the Bid/tender documents carefully.
42. 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.
43. The Bidder Agency Firm shall provide round the clock MTS services in the Health Units premises.
44. The list of personnel to be deployed shall be made available to the Department and if any change is required on part of the Department, 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.
45. **Upto 30% of the personnel deployed should be women**, however the requirement of female MTS worker will be decided in consultation with Concerned MS(s) of Hospital, and according to the requirements of the areas of the Health Units.
46. **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.
47. **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.
48. **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.
- All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the department.
 - 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.
 - 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.

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49. 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.

50. The Concerned MS SDN Hospital shall have the right, to have any person removed who is considered undesirable or otherwise.

51. 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. Health Unit will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.

52. 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 in consultation with the Concerned MS(s) of Hospital / CAMOs of Zone 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.

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

53. 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.

54. 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.



55. 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.

56. 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.

57. 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.

58. 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 contract as per the date of joining	Up to 15 Days, 1 day wages of the resources which are not deployed, 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	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.

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			the buyer. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	
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, 1 day 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 along with recovery of losses caused (if any) from the monthly bill of contractor/firm/ agency / EMD / PBG	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	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	

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7.	with any third party or officials at the workplace 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	monthly bill of contractor/firm/agency / EMD / PBG 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
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59. Antecedent Verification: -Before actually deploying the Multi Tasking Staff (HA) / Multi Tasking Staff (DEMS) 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.

60. 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.

61. 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.

62. 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.

63 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.

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64 **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.

65. **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."

66. The duties and responsibilities of the manpower deployed by the agency/firm are as per the job profile of Hospital / Health Unit.

67. 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, Municipal Corporation of Delhi"**.

1. 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 during the last 07 financial years (providing similar services to any Central Govt. /State Govt./ PSU Hospital/ Autonomous bodies supply not less than Rs.3,84,00,000/- (@ 80% of bid value). (years 2016-2023).
- (b) Two orders of manpower during the last 07 financial years (of providing similar services in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies) supply not less than Rs. 2,40,00,000/- (@ 50% of bid value). (years 2016-2023)
- (c) Three orders of manpower during the last 07 financial years (of providing similar services in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies) supply not less than Rs. 1,92,00,000/- (@ 40% of bid value). (years 2016-2023).

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68. 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.

69. 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.

70. 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.

71. 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.

72. The contract will be for 01 (No. of Years) 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.

73. 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.

74. 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.

75. 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.

76. Such undertaking that he/she has not secured the employment through corrupt practices should be obtained from all the outsourced staff.

77. 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.

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78. I-card with name of the post and prescribed dress of Multi-Tasking Staff (HIA) / Multi-Tasking Staff (DI-MS) and Supervisor (MIS) will be provided by manpower agency / firm / contractor own its cost no liability of Hospital / Health Unit.

79. 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.

80. 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 Institution Concerned. Attendance should be duly verified by Concerned Medical Officer In-charge of the Hospital / Health Unit.

81. 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.

82. 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 Concerned Medical Officer Incharge of the Health Unit, he/she is liable to be removed and replaced by a suitable person immediately i.e. within 24 hours positively.

83. 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.

84. 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.

85. 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.

86. **Documents Comprising the Bids:** The Bid prepared by the bidder shall comprise of the documents mentioned in the check-list.

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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		
2.	Documentary proof of registration under Labour Act 1970		
3.	Turnover of the firm (in Lakh Rs) for last 03 financial years. Year ending 31 st March, 2023.		
4.	Years of experience (last 07 Years experience required in similar services of providing similar services to Hospital/Health Unit) @ 50 % of bedded capacity (185 bedded) of the concerned Hospital / Health Unit in any Central Govt/ State Govt. /PSU Hospital/ Autonomous bodies. (2016-2023).		
5.	Forwarding letter accepting the Terms and Conditions (Additional Terms & Conditions)		
6.	<p>Past experience of Last 07 Years providing similar services to Hospital/ Health Unit) @ 50 % of bedded capacity (185 bedded) of the concerned Hospital/Health Unit in any Central Govt / State Govt. /PSU Hospital/ Autonomous bodies:-</p> <p>(a) One single order of manpower (providing similar services in Central Govt /State Govt./ PSU Hospital/autonomous bodies) supply not less than Rs.3,84,00,000/- (@ 80% of bid value).</p> <p>(b) Two orders of manpower (of providing similar services in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies) supply not less than Rs.2,40,00,000/- @ 50% of bid value).</p> <p>(c) Three orders of manpower (of providing similar services to Hospitals / Health Units in any Central Govt./State Govt. /PSU Hospital / Autonomous bodies) supply not less than Rs. 1,92,00,000/- @ 40% of bid value).</p>		
7.	Total No. of employee 40% on their payroll of similar service for previous financial one year (challan /return of EPF/ESI for previous financial one year, attach copy).		

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8.	Dedicated / Toll free Telephone number for service support.		
9.	Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.		
10.	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.		
11.	Documentary proof of performance certificate for the last three years with copy of contract/agreement with valid extensions and satisfactory completion		
12.	Documentary proof in form of ESI/EPF return for the previous financial 01 year as filled by the bidder/agency/firm as proof of manpower in their role		
13.	Documentary proof of EPF registration & Code number		
14.	Documentary proof of ESIC registration & Code Number		
15.	Documentary proof of Service tax registration & latest tax return clearance certificate		
16.	Documentary proof of PAN number of firm/agency/proprietor		
17.	Documentary proof of TAN number of firm/agency/proprietor		
18.	Documentary proof of Registration in Labour department		
19.	Non blacklisting/debarring and other declaration on non-judicial stamp paper duly attested at the time of submission bidding / tendering.		
20.	Documentary proof of imparting training to the staff on regular basis as per NIT clause		
21.	Documentary proof and declaration proprietorship/partnership/Private limited or limited firm as per NIT		
22.	Documentary proof of written special power of attorney		
23.	Declaration of not having an agent/middle men/intermediary on letter head		
24.	Declaration for not have been facing any criminal charges at time of submission of bid.		
25.	Documentary proof of ISO Certificate		
26.	Documentary proof of last 03 financial years certificate of Income Tax Return		

**Medical Superintendent
Swami Dayanand Hospital**

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

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