

**Bid Document/ बिड दस्तावेज़**

Bid Details/बिड विवरण	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	17-01-2025 15:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	17-01-2025 15:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	180 (Days)
<b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>	Delhi
<b>Department Name/विभाग का नाम</b>	Women And Child Development Department Delhi
<b>Organisation Name/संगठन का नाम</b>	N/a
<b>Office Name/कार्यालय का नाम</b>	Delhi
<b>क्रैता ईमेल/Buyer Email</b>	ashishranjan.49@gov.in
<b>Item Category/मद कैटेगरी</b>	Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Counsellor; Post Graduate , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Clinical Psychologist; Post Graduate
<b>Contract Period/अनुबंध अवधि</b>	1 Year(s)
<b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>	400 Lakh (s)
<b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b>	3 Year (s)
<b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>	Yes
<b>MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है</b>	Yes
<b>Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है</b>	Yes

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, OEM Annual Turnover, Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

#### EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	579031

#### ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy. जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

DDO

Delhi, Women and Child Development Department Delhi, N/A,

(Sh. Virender Kumar)

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	No
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of work & Job Description:**[1736157109.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
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09-01-2025 14:00:00

Conference Hall, Department of Women and Child Development, GNCTD

**Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Counsellor; Post Graduate ( 18 )****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Function	Healthcare
List of Profiles	Counsellor
Educational Qualification	Post Graduate
Specialization	Social
Post Graduation	Required
Specialization for PG	Social
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Counsellor

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Dilip Kumar Karn	110006, Department of Women & Child Development, Govt. of NCT of Delhi, ISBT Building Maharana Pratap, Kashmere Gate, Delhi-110006	18	<ul style="list-style-type: none"> <li>• Basic monthly pay (INR) exclusive of GST : 50000</li> <li>• Bonus (INR Monthly) : 0</li> <li>• EDLI (INR Monthly) : 0</li> <li>• EPF Admin Charges (INR Monthly) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• Optional Allowances 1 (INR Monthly) : 0</li> <li>• Optional Allowances 2 (INR Monthly) : 0</li> <li>• Optional Allowances 3 (INR Monthly) : 0</li> <li>• Provident Fund (INR Monthly) : 0</li> <li>• ESI (INR Monthly) : 0</li> <li>• Tenure/ Duration of Employment (In Months) : 12</li> </ul>

**Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Clinical Psychologist; Post Graduate ( 7 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Function	Healthcare
List of Profiles	Clinical Psychologist
Educational Qualification	Post Graduate
Specialization	Social
Post Graduation	Required

Specification	Values
Specialization for PG	Social
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Clinical Psychologist

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Dilip Kumar Karn	110006, Department of Women & Child Development, Govt. of NCT of Delhi, ISBT Building Maharana Pratap, Kashmere Gate, Delhi-110006	7	<ul style="list-style-type: none"> <li>• Basic monthly pay (INR) exclusive of GST : 60000</li> <li>• Bonus (INR Monthly) : 0</li> <li>• EDLI (INR Monthly) : 0</li> <li>• EPF Admin Charges (INR Monthly) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• Optional Allowances 1 (INR Monthly) : 0</li> <li>• Optional Allowances 2 (INR Monthly) : 0</li> <li>• Optional Allowances 3 (INR Monthly) : 0</li> <li>• Provident Fund (INR Monthly) : 0</li> <li>• ESI (INR Monthly) : 0</li> <li>• Tenure/ Duration of Employment (In Months) : 12</li> </ul>

### Buyer Added Bid Specific Terms and Conditions/क्रता द्वारा जोड़ी गई बिड की विशेष शर्तें

#### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

- Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.

#### 3. Certificates

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.

#### 4. Payment

**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.

#### 5. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

DDO, Department of Women and Child Development, GNCTD  
payable at  
SBI, Vikas Bhawan 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.

#### 6. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

DDO, Department of Women and Child Development, GNCTD

The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

#### 7. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

DDO, Department of Women and child Development, GNCTD  
payable at  
SBI, Vikas Bhawan, Delhi

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

#### 8. Forms of EMD and PBG

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

DDO, Department of Women and Child Development, GNCTD  
payable at  
SBI, Vikas Bhawan, 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 to the original DD to the Buyer within 15 days of award of contract.

#### 9. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

### Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and



conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---



## **Scope of work & Job Description**

### **Introduction:**

The Department of Women & Child Development, GNCTD, has a significant role in promoting the well-being and protection of women and children in the NCT of Delhi. The Department is implementing several legislations and various schemes for safety, security and improving the holistic development of children. The Department has established various Child Care Institutions for Children in need of care & protection of children and those in conflict with law. After Care Homes and other Protective facilities under relevant provisions of the Juvenile Justice (Care & Protection of Children) Act, 2015 and Model Rules, 2016 and other Welfare Schemes are being implemented by the Department.

The Department of WCD, GNCTD is running 30 Child Care Institutions besides 02 After Care Homes for children, and on an average more than 5000 Children are admitted in the CCIs for care and protection every year. The Rule 35 (5) of Juvenile Justice (Care and Protection of Children) Model Rules, 2016 provides that "Every institution shall have the services of trained counsellors or collaboration with external agencies such as child guidance centres, psychology and psychiatric departments or similar Government and non-Governmental agencies, for specialised and regular individual therapy for the child".

The Section 15 (1) of Juvenile Justice (Care and Protection of Children) Act, 2015, provides that In case of a heinous offence alleged to have been committed by a child, who has completed or is above the age of sixteen years, the Board shall conduct a preliminary assessment with regard to his mental and physical capacity to commit such offence, ability to understand the consequences of the offence and the circumstances in which he allegedly committed the offence, and may pass an order in accordance with the provisions of sub-section (3) of section 18: Provided that for such an assessment, the Board may take the assistance of experienced psychologists or psycho-social workers or other experts.

In light of above statutory provisions, the Department is inviting tenders through GeM to select an L1 vendor for providing manpower to establish Mental Health Units (MHU) in Government-run Child Care Institutions in Delhi. The vendor will also provide Clinical Psychologists for Juvenile Justice Boards to support therapeutic interventions.

### **Scope of Work**

The services of Mental Health Units and Clinical Psychologist involve providing support to the Child Care Institutions and Juvenile Justice Boards, which is an ongoing process. These services are the statutory requirement under Juvenile Justice (Care & Protection) Act, 2015 and JJ Model Rules, 2016.

The hired manpower for Mental Health Units shall work in adherence of the provisions under Rule 35 of Juvenile Justice (Care & Protection) Act, 2015 and Model Rules, 2016 and shall follow the norms of the Child Care Institution/ Homes which shall include the following but not limited to:

- a) Screening of all the residents after they are admitted in the said institution positively within 48 hours of admission.
- b) To coordinate with & facilitate the work of Welfare Officers in rehabilitation of mentally ill residents of the said institutions.
- c) To coordinate & facilitate the work of Child Welfare Committee/ Juvenile Justice Board in rehabilitation of residents having behaviour disorders/mental disorders substance abuse.
- d) Counselling of residents and their families in life skill education who have suffered violence and abuse at any stage of their life.
- e) To take session to promote positive mental health and well-being to make residents capable of independent survival.
- f) Individual sessions to promote positive mental health for functionaries while dealing with the resident who had suffered abuse & violence
- g) Strengthening of coping skills and anticipated stress and adversaries.
- h) The agency shall maintain a separate file in respect of each resident containing complete psychological profile, background, documentation of mental health status, medication (if any), counselling sessions administered etc, milestones achieved in the psychological health of the resident, which shall be the property of the Department.
- i) Preparation of Psycho-Social Profiling and provide a copy for individual Case file maintained by Welfare Officer.
- j) Preliminary Assessment of Cases referred by Juvenile Justice Boards under section 15 of the Juvenile Justice (Care & Protection of Children) Act, 2015.
- k) Individual therapy, assessment, and recommendations to be recorded in the Individual Care Plan prepared and maintained by Welfare Officer.
- l) Encourage participation of all persons involved in taking care of the residents in an institution/ Home towards facilitating an enabling environment.
- m) Preventive therapeutic intervention for residents with suicidal tendencies and those of violent conducts and abnormal sexual behaviour.

n) Any other step attributing, as deemed fit, in restoring/correction of mental health of residents.

a) **Clinical Psychologist:-** The Clinical Psychologist in Juvenile Justice Boards will conduct comprehensive assessments, including psychosocial profiling and preliminary evaluations as per the Juvenile Justice Act, 2015. They will develop therapeutic intervention plans, provide ongoing counselling, and engage caregivers to create a supportive environment. The Psychologist will conduct group and individual sessions on coping and stress management, and perform IQ, SQ, and aptitude testing.

They will handle cases referred by the Juvenile Justice Boards and other legal bodies, collaborate with Welfare/Probation Officers on care plans, and maintain detailed records. They will also assess children affected by trauma, disability, or other vulnerabilities, analyzing their mental and physical capacity regarding any alleged offenses. The Psychologist will work under the supervision of the Superintendent, Juvenile Justice Board on additional mental health tasks.

b) **Counsellor:** The Clinical Psychologist will support every child in protective care at the Child Care Institution/Homes by identifying issues, preparing case histories, providing counselling, and developing individualized therapy and group activity plans. They will maintain case files, handle referrals from the Child Welfare Committee and legal bodies, and engage caregivers in creating a supportive environment. The Psychologist will organize sessions on coping, stress management, and mental health awareness, assist Welfare Officers with care and rehabilitation plans, and provide pre-release counselling to residents and their families. They will work under the supervision of the CCI Superintendent or Person In-Charge on additional mental health tasks.

The hired manpower will be deployed in Institutional Complexes and Juvenile Justice Boards. The hired manpower shall follow all the instructions issued by Department of WCD, GNCTD from time to time. The details of all the Institutional Complexes and Juvenile Justice Boards is as under:-

S.No.	Cluster	Name of the Child Care Institution	Requirement of manpower
1	I	Nirmal Chhaya Complex, Hari Nagar -	Counsellor-06

		a) Children Homes for Girls-I b) Children Homes for Girls - II c) Children Homes for Girls -III d) Children Homes for Girls – IV e)Foster Care Home Services/ Specialized Adoption Agency f) After Care Home g) Short Stay Home h) Observation Home for Girls i) Place of Safety	
2	II	a. OHB-I, Delhi Gate Complex b. OHB-II, SewaKutir complex c. Place of Safety, MajnuKaTila d. Special Home for Boys, Majnu Ka Tila e. OHB Annexe, MajnuKaTila	Counsellor-06
3	III	a. Children Home for Boys- I, Sanskar Ashram Complex, Dilshad Garden b. Children Home for Boys-II, Sanskar Ashram Complex, Dilshad Garden c. Children Home for Girls, Sanskar Ashram Complex, Dilshad Garden d. Children Home for Boys-I, Alipur Children's Homes Complex, Alipur	Counsellor-06



		<p>e. Children Home for Boys-II, Alipur Children's Homes Complex, Alipur</p> <p>f. After Care Home, Kasturba Niketan Complex, Lajpat Nagar</p> <p>g. Children Home for Boys-I, Kasturba Niketan Complex, Lajpat Nagar</p> <p>h. Children Home for Boys-II, Kasturba Niketan Complex, Lajpat Nagar</p> <p>i. Village Cottage Homes-I, II &amp; III, Kasturba Niketan Complex, Lajpat Nagar</p>	
4	IV	<p>a) Juvenile Justice Board-I, Sewa Kutir Complex, Delhi.</p> <p>b) Juvenile Justice Board-II, Delhi Gate, Delhi</p> <p>c) Juvenile Justice Board-III, Sewa Kutir Complex, Delhi</p> <p>d) Juvenile Justice Board-IV, Vishwas Nagar, Shahdara, New Delhi</p> <p>e) Juvenile Justice Board-V, Vishwas Nagar, Shahdara, New Delhi</p> <p>f) Juvenile Justice Board-VI, Vishwas Nagar, Shahdara, New Delhi</p> <p>g) Juvenile Justice Board-VII, Pocket -14, Sector-08, Dwarka, Delhi</p>	<p>Clinical Psychologist-07 (One for each JJB)</p>

\*Female staff member will be hired for institutions for girls and women

c) Number of Manpower and respective requisite qualification and experience of the Manpower to be hired:

Sr. No.	Designation	No. of Post	Qualification	Role and Responsibilities
1.	Clinical Psychologist	07	<p><b>Essential Education Qualification:</b></p> <ol style="list-style-type: none"> <li>1. Master's degree in Clinical Psychology or Counselling from an accredited program.</li> <li>2. A valid license from RCI.</li> </ol> <p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>1. Good observational skills and attention to detail.</li> <li>2. Exceptional interpersonal skills.</li> <li>3. Excellent written and verbal communication skills.</li> <li>4. Empathy and sensitivity when dealing with Children.</li> <li>5. Highly analytical mind-set.</li> <li>6. Good diagnostic and problem-solving skills.</li> </ol>	<p>To develop rapport with the victim /or the child to carry out detailed intervention and assessment of psycho-social behaviour including the preparing preliminary assessments as per Section 15 of the Juvenile Justice (Care and Protection of Children) Act, 2015. Situational analysis of the alleged crime / offence, assessment w.r.t. his/her mental and physical capacity to commit such offence. To assess the ability to understand the consequence of the offence and the circumstances in which he allegedly committed the offence. Collaborating with Welfare Officers/Probation Officers, Clinical Psychologist will assist in creating individual care plans and maintain detailed record keeping. Clinical Psychologist will work under the supervision of the Superintendent to any other assignments related to mental health as directed by.</p>

3.	Counselors	18	<p><b>Essential Education</b></p> <p><b>Qualification:</b></p> <ol style="list-style-type: none"> <li>1. M.A. in Psychology/Sociology/Social Work</li> </ol> <p><b>Experience:</b></p> <ol style="list-style-type: none"> <li>1. 2 years of experience in practice or counselling.</li> </ol> <p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>1. Proficiency in various therapeutic modalities.</li> <li>2. Strong interpersonal skills and empathy.</li> <li>3. Commitment to ongoing professional development and learning.</li> </ol>	<p>Attend every child/residents placed in protective care in the Child Care Institution/Homes. Problem identification and preparation of case history. Counselling of residents. Individual therapy and group activity plan. Maintain individual case file of residents attended by MHU. Attend cases referred by Child Welfare Committee/Juvenile Justice Boards/Children Court. Engage care givers for creating enabling environment. Making milieu based intervention. Organize group activities and individual sessions for coping management, stress management, mental health awareness. Assist Welfare Officers in making individual care plan. Rehabilitation plan and pre-release counselling of residents and their Family/Guardians. Record keeping. Any other assignments related to mental health assigned by the Person In-Charge/Superintendent.</p>
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- d) DWCD, GNCTD will directly deal only with the selected L1 Vendor and will not make any direct payment to the resources/hired manpower.
- e) The Bidders will be responsible for all statutory compliances. The Bidders to ensure that necessary background verification has been carried out before assigning the manpower to the DWCD, GNCTD.



### **Buyer Added Bid Specific Terms and Conditions**

- 1. Generic OPTION CLAUSE:** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
- 2.** Provisions for workmen compensation, insurance, public liability, property damage etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to following eligibility criteria:-
- 3.** Following documents need to be uploaded by the participating bidders on the GeM Portal: -

<b>S. No</b>	<b>Basic Requirements</b>	<b>Eligibility Criteria</b>	<b>Document to be submitted</b>
<b>1</b>	<b>Legal Entity</b>	The bidder must be a company registered under the Companies Act, 1956 and should have existence in India for at least 8 years and should be in the business of IT/ITES as on date of submission of the bid.	<ul style="list-style-type: none"><li>• Copy of Certificate of Incorporation/ Registration</li><li>• Copy of GST registration number.</li><li>• Copy of PAN Card.</li></ul>
<b>2</b>	<b>Turnover</b>	The bidder must have average annual turnover of INR 4 Crore in the last 3 financial years (FY 21-22, FY 22-23 and FY 23-24)	<ul style="list-style-type: none"><li>• Copy of the audited Balance Sheet and Profit &amp; Loss Statement of the company</li><li>• Certificate from the Chartered Accountant clearly stating the turnover.</li></ul>
<b>3</b>	<b>Net worth</b>	The bidder have a positive net worth for the last 3 Financial	<ul style="list-style-type: none"><li>• Certificate from the Chartered Accountant</li></ul>

		Years (FY 21-22, FY 22-23 and FY 23-24)	clearly stating the net worth.
4	<b>Technical Capability</b>	The bidder must have experience of deploying manpower of various categories for Central Government/ State Government/PSUs as per Guidelines for Government of India.	<ul style="list-style-type: none"> <li>• Copy of Work Order/Completion certificate to be enclosed.</li> </ul>
5	<b>Past Experience of Similar Services</b>	<p>1. <b>Three (3)</b> similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost.</p> <p style="text-align: center;">or</p> <p>2. <b>Two (2)</b> similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost.</p> <p style="text-align: center;">or</p> <p>3. <b>One (1)</b> similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</p>	<ul style="list-style-type: none"> <li>• Copy of Work Order/Completion certificate to be enclosed</li> </ul>
6	<b>Blacklisting</b>	The Bidder must not have been debarred/blacklisted by any Government (State/Central)/PSU in India for failure to perform or deliver services during the last 3 years.	<ul style="list-style-type: none"> <li>• Duly signed and stamped Undertaking on Company's letter head to be enclosed</li> </ul>
7	<b>Bankruptcy</b>	The Bidder must not be declared bankrupt by any agency/bank in India during the last 3 Financial Years.	<ul style="list-style-type: none"> <li>• Duly signed and stamped Undertaking on Company's letter head to be enclosed after the bid</li> </ul>



			publishing date
8	<b>Certifications</b>	The bidder should have the following certifications: ISO 9001:2015,	<ul style="list-style-type: none"> <li>Valid Certificate to be attached</li> </ul>
9	<b>Geographical Presence</b>	The bidder must be located in Delhi- NCR.	<ul style="list-style-type: none"> <li>GST registration certificate of Delhi- NCR/ Registered Rent agreement with sub registrar office before the bid publishing date to be attached.</li> </ul>
10	<b>Compliance</b>	Compliance of all terms and conditions and scope of work to be submitted specifying the Bid number	<ul style="list-style-type: none"> <li>Duly signed and stamped Undertaking on Company's letter head to be enclosed after the bid publishing date</li> </ul>

4. **Contract Duration:** - The engagement of the contractual manpower shall be initially for the period of 1 year, which may be extendable for another one year on the same rates, terms & conditions, on mutual consent, with the approval of HoD.
5. **Deployment of Manpower:** The selected outsourced manpower will be deployed at Mental Health Units established at Govt. run Child Care Institutions and Juvenile Justice Boards in Delhi.
6. **Payment of Terms-** For the deployed manpower, the bidder/L1 Vendor shall raise invoice on monthly basis after making payments to the hired manpower, which will be reimbursed after production of documentary evidence.
7. **Leave Rules-**The staff deployed at the institutions and JJBs shall be permitted to avail 8 days casual leave in a year with the approval of designated authority, however, staff may be called in case of emergency. Further, Maternity Leave to the women staff shall not ordinarily be denied. However, in such cases while

granting leave it may be ensured that the institutions always stay operational.

- 8. Manpower related rules:** - The L1 vendor needs to inform the user department one month in advance in case any deployed manpower leaves the ongoing engagement under any circumstances. The L1 vendor shall provide the replacement on immediate basis.
- 9. Replacement of manpower:** - If the user department so recommends, any deployed manpower must be replaced by the L1 vendor within a period of 10 working days.
- 10. Penalty Terms:** Post evaluation and selection of the L1 vendor, DWCD may ask the selected vendor to deploy the manpower as per the terms and conditions. The L1 bidder will be allowed a time period of one week or at the earliest for deployment of the manpower after getting the work order. Penalty can be imposed under two conditions.
  - a) The selected vendor deny the deployment of human resource after passing of one week duration, during which the vendor was supposed to deploy the manpower. Penalty of 3-unit days per manpower/resource will be imposed on the L1 vendor.
  - b) The selected vendor can ask for an extra time of one week before passing of the initial one week. However, passing of this extra one week will be treated as denial to deploy the resource and a total penalty of 5-unit days per resource will be imposed on the L1 vendor. The estimated cost as reflected in the bid is exclusive of Service Charges, GST, Insurance etc.
- 11.** All candidates should be residing in Delhi/NCR.
- 12.** All documents to be furnished/attached with their Bid from by the Bidder must have to be signed and stamped by the bidder. No extra documents need to be attached.
- 13.** The firm must submit latest solvency certificate for at least Rs. 1.00 Crore or above from their bankers. The Bank solvency certificate should not be more than three months old.
- 14.** All the uploaded documents should be readable and self-attested by the bidder.
- 15.** The Technical committee will examine the bid and find the firms which are eligible for qualifying technically in view of T&C of bid document.
- 16.** Certificate Bidders offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid documents, ATC corrigendum if any and also upload an undertaking that "the bidder have carefully read the entire

bid documents of bid and accept all terms and conditions of the bid".

17. The Firm must ensure submission of individual bio data which would be deployed. The firm cannot change the man power once it is selected and deployed to the particular post without permission of competent authority.

