



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

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



**No.:ADC(H)/SDMC/HQ/2021/622**

**DATED: 05.11.2021**

**TENDER NOTICE (THROUGH GEM) FOR SELECTION OF MAN POWER AGENCY FOR OUTSOURCING OF 07  
PARA-MEDICAL STAFF POSTS I.E. 35 'A' GRADE STAFF NURSE (10-MALE & 25 FEMALE),  
02 PHARMACIST (01-MALE & 01-FEMALE), 04 LAB ASSISTANT (02-MALE & 02-FEMALE),  
01 ECG TECHNICIAN (FEMALE), 02 PLASTER ASSISTANT (01-MALE & 01-FEMALE), 06 O.T. ASSISTANT  
(03-MALE & 03-FEMALE) AND 03 PHYSIOTHERAPIST (01-MALE & 02 FEMALE)  
TO HOSPITAL ADMN. DEPT., SOUTH DMC.**

Tender through GeM is invited for eligible Manpower service providers for providing 07 Para-medical staff posts i.e. 35 'A' Grade Staff Nurse (10-Male & 25 Female), 02 Pharmacists (01-Male & 01-Female), 04 Lab Assistant (02-Male & 02-Female), 01 ECG Technician (Female), 02 Plaster Assistant (01-Male & 01-Female), 06 O.T. Assistant (03-Male & 03-Female) and 03 Physiotherapist (01-Male & 02 Female) to SDMC for the period of one year (extendable for a further period of one year). Requirement/eligibility criteria/Terms and conditions of the contract have been clarified in the additional documents. Tender document is available online at GeM portal as well as tender instructions on the website of SDMC i.e. <https://mcdonline.nic.in/>.

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

Name of Work	Tender for providing 07 Para-medical staff posts i.e. 35 'A' Grade Staff Nurses (10-Male & 25 Female), 02 Pharmacists (01-Male & 01-Female), 04 Lab Assistants (02-Male & 02-Female), 01 ECG Technician (Female), 02 Plaster Assistant (01-Male & 01-Female), 06 O.T. Assistant (03-Male & 03-Female) and 03 Physiotherapist (01-Male & 02 Female) on contract basis at SDMC.
Last Date & Time of submission e-Tender	<b>15-11-2021 14:00:00</b>
Earnest Money Deposit (EMD) 2% of the bid value to be sent by Post / Delivered in hand before last date and time of online submission.	<b>3,85,181/-</b>

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

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

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

## MANPOWER REQUIREMENT

S.No.	Post	Manpower needed	Consolidated remuneration	Eligibility (as per RRs)	Age Limit
1.	'A' Grade Staff Nurse	35 (10 Male and 25 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(a) Matric pass from a recognized university/Board/School or equivalent. (b) 'A' Grade Nurse and Midwife from a recognized Institute. (c) Registered with Nursing Council as 'A' Grade Nurse and Midwife. (d) Experience Minimum 03 years in health unit / Hospital.	Between 18 to 27 years of age. Relaxable for M.C.D./Government employees/SC/ST/OBC/PH as per instructions issued by the DOPT from time to time).
2.	Pharmacists	02 (01 Male and 01 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(a) Must have passed the Matriculation or equivalent examination of a recognized university / board. (b) Must be registered as a qualified Pharmacist / Dispenser with a recognized Pharmacy Council. (c) 02 years experience as Pharmacist / Dispenser.	Between 18 to 30 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC /PH as per instructions issued by the DOPT from time to time).
3.	Lab Assistant	04 (02 Male and 02 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(a) Matriculation pass with Science as a subject from a recognised University / Board / School or equivalent. (b) Diploma in Medical Laboratory Technology from a recognised Institutions or equivalent.	Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC /PH as per instructions issued by the DOPT from time to time).
4.	ECG Technician	01 (Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(i) (a) Matric Pass with physics one of the subject, from a recognized University / Board of Equivalent; OR (b) Certificate in Electronics from I.T.I or any other recognised institution; (ii) 1 year's experience in handling E.C.G. machine in a reputed hospital. Desirable: (i) Degree in Science with physics as one of the subject from a recognised University or equivalent; (ii) Working Knowledge of Hindi.	Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC /PH as per instructions issued by the DOPT from time to time).
5.	Plaster Assistant	02 (01 Male and 01 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(a) Matriculation Pass from a recognized University / Board / School or Equivalent; (b) 1 year's experience in application of Plasters in a Orthopaedic Unit of a Hospital.	Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC /PH as per instructions issued by the DOPT from time to time).
6.	O.T. Assistant	06 (03 Male and 03 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	(i) Matriculation Pass from a recognized University / Board / School or Equivalent; (ii) 2 year's Theatre experience in a reputed hospital.	Between 18 to 27 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC /PH as per instructions issued by the DOPT from time to time).
7.	Physiotherapist	03 (01 Male and 02 Female)	As per Skilled category with respect to Govt. of NCT of Delhi, Labour Department order No.2044-2055 dated 18.06.2021.	Diploma in Physiotherapy from a recognised Institution.	Between 18 to 32 years of age. Relaxable for M.C.D./Government employees /SC/ST/OBC /PH as per instructions issued by the DOPT from time to time).

## **Tender's Terms and Conditions**

Requirements:-

### **Category- Manpower Outsourcing Services (Minimum Wages)**

#### **A. Total 35 'A' Grade Staff Nurse (10 Male and 25 Female)**

1. Skill Category- Skilled Category
2. Minimum Wages-19291/- per month.
3. Contract Start Date- \_\_\_\_/\_\_\_\_/2021
4. Contract End Date- \_\_\_\_/\_\_\_\_/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments - 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) - 742/-
8. Provident Fund (INR per day) - 75/-
9. ELDI (INR per day) - 0
10. ESI (INR per day) - 24.115/-
11. BONUS (INR per day) - 61.80/-
12. EPF Admin Charge (INR per day) - 00
13. Educational Qualification as Per RRs for the post of 'A' Grade Staff Nurse :-
  - (a) Matric pass from a recognized university/Board/School or equivalent.
  - (b) 'A' Grade Nurse and Midwife from a recognized Institute.
  - (c) Registered with Nursing Council as 'A' Grade Nurse and Midwife.
  - (d) Experience Minimum 03 years in health unit / Hospital.

#### **B. Total 02 Pharmacists (01 Male and 01 Female)**

1. Skill Category- Skilled Category
2. Minimum Wages-19291/- per month.
3. Contract Start Date- \_\_\_\_/\_\_\_\_/2021
4. Contract End Date- \_\_\_\_/\_\_\_\_/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments - 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) - 742/-
8. Provident Fund (INR per day) - 75/-
9. ELDI (INR per day) - 0
10. ESI (INR per day) - 24.115/-
11. BONUS (INR per day) - 61.80/-
12. EPF Admin Charge (INR per day) - 0
13. Educational Qualification as Per RRs.
  - (a) Must have passed the Matriculation or equivalent examination of a recognized university / board.
  - (b) Must be registered as a qualified Pharmacist / Dispenser with a recognized Pharmacy Council.
  - (c) 02 years experience as Pharmacist / Dispenser.

### **C. Total 04 Lab Assistant – (02 Male and 02 Female)**

1. Skill Category- Skilled Category
2. Minimum Wages - 19291/- per month
3. Contract Start Date- \_\_/\_\_/2021
4. Contract End Date- \_\_/\_\_/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments- 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) -742/-
8. Provident Fund (INR per day) -75/-
9. ELDI (INR per day)- 0
10. ESI (INR per day) - 24.115/-
11. BONUS (INR per day) – 61.80/-
12. EPF Admin Charge (INR per day)- 0
13. Educational Qualification as Per RRs.
  - (a) Matriculation pass with Science as a subject from a recognised University / Board / School or equivalent.
  - (b) Diploma in Medical Laboratory Technology from a recognised Institutions or equivalent.

### **D. Total 01 ECG TECHNICIAN – (Female)**

1. Skill Category- Skilled Category
  2. Minimum Wages - 19291/- per month
  3. Contract Start Date- \_\_/\_\_/2021
  4. Contract End Date- \_\_/\_\_/2022
  5. Number of working Day in Month- 26
  6. Tenure/Duration of employments- 01 Year
  7. Minimum Daily wage (INR per day) (exclusive of GST) -742/-
  8. Provident Fund (INR per day) -75/-
  9. ELDI (INR per day)- 0
  10. ESI (INR per day) - 24.115/-
  11. BONUS (INR per day) – 61.80/-
  12. EPF Admin Charge (INR per day)- 0
  13. Educational Qualification as Per RRs.
    - (ii) (a) Matric Pass with physics one of the subject, from a recognized University / Board of Equivalent;  
Or  
(b) Certificate in Electronics from I.T.I or any other recognised institution;
    - (ii) 1 year's experience in handling E.C.G. machine in a reputed hospital.
- Desirable:
- (i) Degree in Science with physics as one of the subject from a recognised University or equivalent;
  - (ii) Working Knowledge of Hindi.

**E. Total 02 Plaster Assistant (01 Male and 01 Female)**

1. Skill Category- Skilled Category
2. Minimum Wages -19291/- per month
3. Contract Start Date- \_\_/\_\_/2021
4. Contract End Date- \_\_/\_\_/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments- 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) - 742/-
8. Provident Fund (INR per day) -75/-
9. ELDI (INR per day)- 0
10. ESI (INR per day) – 24.115/-
11. BONUS (INR per day) – 61.80/-
12. EPF Admin Charge (INR per day)- 0
13. Educational Qualification as Per RRs.
  - (a) Matriculation Pass from a recognized University / Board / School or Equivalent;
  - (b) 1 year's experience in application of Plasters in a Orthopaedic Unit of a Hospital.

**F. Total 06 O.T. Assistant – (03 Male and 03 Female)**

1. Skill Category- Skilled Category
2. Minimum Wages - 19291/- per month
3. Contract Start Date- \_\_/\_\_/2021
4. Contract End Date- \_\_/\_\_/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments- 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) -742/-
8. Provident Fund (INR per day) -75/-
9. ELDI (INR per day)- 0
10. ESI (INR per day) - 24.115/-
11. BONUS (INR per day) – 61.80/-
12. EPF Admin Charge (INR per day)- 0
13. Educational Qualification as Per RRs.
  - (i) Matriculation Pass from a recognized University / Board / School or Equivalent;
  - (ii) 2 year's Theatre experience in a reputed hospital.

## **G. Total 03 Physiotherapist – (01 Male and 02 Female)**

1. Skill Category- Skilled Category
2. Minimum Wages - 19291/- per month
3. Contract Start Date- \_\_/\_\_/2021
4. Contract End Date- \_\_/\_\_/2022
5. Number of working Day in Month- 26
6. Tenure/Duration of employments- 01 Year
7. Minimum Daily wage (INR per day) (exclusive of GST) -742/-
8. Provident Fund (INR per day) -75/-
9. ELDI (INR per day)- 0
10. ESI (INR per day) - 24.115/-
11. BONUS (INR per day) -61.80/-
12. EPF Admin Charge (INR per day)- 0
13. Educational Qualification as Per RRs.

### **Essential:-**

Diploma in Physiotherapy from a recognised Institution.

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

### **Past experience-**

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

## **22. Documents required : YES**

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

## **23. Scope of work & Job description:-**

### **A. Total 35 'A' Grade Staff Nurse (10 Male and 25 Female)**

- 1) He / She will wear proper uniform and display photo identity card.
- 2) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 3) He / She will not be found sleeping during duty hours.
- 4) He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
- 5) He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
- 6) Impersonification will not be allowed in any case.
- 7) Collecting Urine, Stool Samples and taking them to laboratories.
- 8) Any other assignment given to Staff Nurse in case of any emergency will be done. To do any other duty that may be directed by the Incharge of Hospital.
- 9) He / She will assist in providing care, comfort and cure to the patients.
- 10) He/She will exhibit polite behaviour towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
- 11) To help in serving food, milk and tea to patients.
- 12) To bring articles from medical and other stores.
- 13) To help the Sister checking articles of dead stock, linen and other ward equipment.
- 14) To accompany patients to other general hospitals whenever required.
- 15) To make patients beds and to do any other duty that may be assigned by the Incharge of Hospital.
- 16) He/she will assist nursing personnel / Doctor in patient care.
- 17) He/she will take call-book / referral letter to various departments.
- 18) He / she will transport the patients from one department to another department or for investigations, diagnostic, procedure and referrals, where necessary.
- 19) He/she will get the indent /drugs/Linen from stores and also bring sterilized material.
- 20) He/she will check the oxygen cylinder in use and also replace them as needed or as directed.
- 21) He/she will assist the dietary department personnel in orderly distribution of diet in the wards.
- 22) He/She will take appropriate care of the instruments used in the department.
- 23) He/she will provide first aid to patients as and when required / directed.
- 24) 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.
- 25) He/She will ensure economical usage of electricity and water round the clock.
- 26) He/She should be courteous in behaviour with patient, employees and visitors and aware about the location of various departments to guide visitors accordingly.
- 27) Admission and discharge of patients.
- 28) Administration of medicines and injection.
- 29) To use technical procedures e.g. enemata, Catheterization, dressing, oxygen, therapy etc.
- 30) Collection labeling and dispatching of specimens.
- 31) Distribution of diets, milk etc.
- 32) Washing and feeding feeble patients.
- 33) He / She will assess the needs of the patients in the ward and make nursing care plan for all patients consulting with ward sister.
- 34) He / She will give direct patient care (bed making, changing of bed sheets, mouth care, back care, bed bathing, hair wash, changing of position etc) and allotted care to her by the ward sister.
- 35) He / She will fulfil all basic needs (hygienic need, nutritional need etc) of the patients.
- 36) He / She will provide comfort to the patient and maintain safety of the patient.
- 37) He / She will take over the charge from duty nurse of previous shift, regarding patients (bed to bed), instrument supplies, drugs etc. and handed over the same to the next shift.
  - (a) To lay out the trolley according to operation list.
  - (b) To prepare the trolley of anaesthesia.
  - (c) To check Oxygen, Carbon dioxide, Nitrous Oxide, emergency drugs, crush trolley etc & keep them ready at hand.
  - (d) To carry out the instruction of O.T. Sister when necessary.
  - (e) To assist the Surgeon and Anaesthetic in operation theatre.
  - (f) To count all instruments and mops before closing the wounds.
  - (g) To monitor the condition and take care of patient during operation, and post operatively in recovery room.

- (h) To act as O.T. Sister in her absence.
- (i) To fumigate the O.T. room periodically.

### **38) Labour Room Management –**

- (i) To carbolise the labour room daily.
- (ii) To autoclave necessary instruments gloves, linen, equipments, etc. of the unit.
- (iii) To keep ready the confinement trolley & episiotomy tray, forceps tray etc.
- (iv) To keep ready emergency drugs, fluids, equipments, Boyle's apparatus and other necessary gadgets.
- (v) To keep ready the baby resuscitation table, warmer, O2, pre warmed linens etc. for resuscitation of the new born.
- (vi) To check all electrical points are in working condition.
- (vii) To assess the progress of labour by using partograph.
- (viii) To assist the doctors in any procedure the labour room. To conduct normal delivery and provide care to the new born. To resuscitate newborn if needed.
- (ix) To repair episiotomy wounds accordance the laid down policy of the hospital.
- (x) To follow the waste management protocol and also maintain Log book properly.

### **39) CRITICAL CARE UNIT –**

- 1) To maintain the prepared standard protocol of asepsis strictly.
- 2) To maintain the hand washing protocol, dress protocol as prescribed.
- 3) To autoclave and disinfect necessary articles, instruments, linen, gadgets, equipments, etc. and keep ready for use.
- 4) To check all electrical points, pipe line O2, in built suckers for proper working condition.
- 5) To communicate with concerned person for proper maintenance of unit.
- 6) To carry out the instructions of the sister-in-charge as allocated by her.
- 7) To prepare the drugs, crash trolley, etc. properly.
- 8) To check Oxygen, Carbon dioxide, Nitrous Oxide etc. for proper use.
- 9) To check monitor, ventilator, all life saving gadgets for proper working condition.
- 10) To provide special care to the patient guided by the Medical Officer e.g. endo-tracheal suction.
- 11) To fumigate the department periodically.
- 12) To keep records of all the procedures of the patient neatly.

### **40) Ward Room –**

- 1) He / She will ensure to make the ward clean and tidy including bed.
- 2) He / She will keep all articles well arranged and maintain the inventory.
- 3) He / She will take the report, make bed to bed round at the time of changing of the shift of the unit.
- 4) He / She will orient the new patient with ward.
- 5) He / She will help the ward sister for supervision of work of Group D allotted in the ward for maintenance of cleanliness and sanitation.
- 6) He / She will make list of patients belongings and keep in safe custody, according to laid down policy of the hospital.
- 7) He / She will keep a sub stock of drugs, linen and other supplies for ward maintenance.
- 8) He / She will maintain poisonous drugs registered.
- 9) He / She will sterilized all articles, maintain all equipments, gadgets, electrical connections Sight, fan etc.
- 10) He / She will indent drugs, diet, and other supplies if necessary.
- 11) He / She will vigilant to protect the patient from injury or accident by providing side rail.
- 12) He / She will write report of each shift and sign the report after checking properly.
- 13) He / She will assist the ward sister in orientation programme of new staff and students.
- 14) He / She will make round with doctors and senior nursing officers.
- 15) He / She will help ward sister in indenting and checking of drugs, supplies and maintaining inventories.
- 16) He / She will be deputed for the ward sister during her absent.
- 17) He / She will keep herself up to date with nursing knowledge by taking part in -service education programme.



## Scope of work & Job description:-.

### B. Total 02 Pharmacists (01 Male and 01 Female)

- 1) He / She will wear proper uniform and display photo identity card.
- 2) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 3) He / She will not be found sleeping during duty hours.
- 4) He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
- 5) He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
- 6) Any other assignment given to his/her in case of any emergency will be done.
- 7) To do any other duty that may be directed by the Incharge of Hospital.
- 8) He / She must be punctual and regular and arrive ahead of time.
- 9) Dispensing prescriptions according to the hospital formulary or prescriptions of doctors in the hospital.
- 10) Being responsible for initiating the indents, storage and maintenance of stocks and accounting of medical supplies and appliances under his charge.
- 11) Pharmacists work in this field are responsible for dispensing of medications, quality testing, formulating and re-formulating dosage forms, monitoring and reporting drug safety, and preparing budges for medications.
- 12) He / She also responsible for medication storage and planning for medication quantities for the hospitals.
- 13) To serve the prescriptions of Medical officers and to keep all relevant records as required by Law/ Govt. rules.
- 14) Counselling of patients for better compliance of prescribed medicine, promotion of Health and prevention of diseases.
- 15) To perform duties relating to maintenance of store of Drugs, reagents, equipments etc. for Family Planning, Immunization, Leprosy Control, TB Control, Malaria Control Programme as and when required.
- 16) To impart post academic Practical training to trainee pharmacists.
- 17) To take part in any Training programme related to health as and when asked for.
- 18) To take part in compounding of mixture, lotion, ointment etc. and to take part in manufacturing of drugs under expert supervision, if asked for.
- 19) To take part in assessment of quality of drugs, if needed.
- 20) To supervise the sterilization process in ward and OT if needed.
- 21) Specific duties in addition to general duties depending upon place of posting:-
  - I. In Health Centres to assist MO in management of patient in emergency including referral if needed.
  - II. In hospitals, the pharmacists will take part in CME programme as and when arranged for updating knowledge in different aspects of Pharmacy and will disseminate the same to health professionals and public.
  - III. Maintain drug item stock and to undertake the formalities for procurement of store materials such as preparation of indent, receipt of store materials, recording in stock ledger, verification of stock etc.
  - IV. Any other duties assigned related to his/her job.
  - V. Issuance of store materials, maintaining its formalities and keeping all relevant records.
  - VI. Proper storage of drugs to preserve its efficiency.
  - VII. Maintenance of Inventory Control (the dated products to be controlled properly to prevent wastage due to expiration).
  - VIII. Maintenance of records as per legal requirement in respect of poisonous, dangerous drugs etc.
  - IX. Maintenance of proper labelling of drugs.
  - X. To check and store Medical gases.
  - XI. Any other duties assigned to him by the competent authority related to store.
  - XII. Ensure Preparation and timely submission of Annual and supplementary indent and procurement.
  - XIII. He/She to perform shift duties at schedule time.

## **Scope of work & Job description:-.**

### **C. Total 04 Lab Assistant – (02 Male and 02 Female)**

1. He / She will wear proper uniform and display photo identity card.
2. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
3. He / She will not be found sleeping during duty hours.
4. He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
5. He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
6. Any other assignment given to his/her in case of any emergency will be done.
7. To do any other duty that may be directed by the Incharge of Hospital.
8. He / She must be punctual and regular and arrive ahead of time.
9. Supervision of general cleaning of the Laboratory furniture and instrument and working room.
10. Reception and labeling of the samples, record keeping, and dispatching the reports, keeping the sectional stores and making indents of sections or deptt. as necessary.
11. Preparation of stains and reagents for bacteriological, serological, haematological, cytological and clinical pathological work.
12. Performance of staining and Biochemical reactions necessary for identification of bacteria.
13. Processing of samples and inoculation for isolation of bacteria, like CSF, Sputum, pus, urine, stool, ascitic and pleural fluids etc.
14. Preparation for Drug sensitivity test.
15. Care and use of instruments like autoclave, hot air sterilizer, Inspissators, filter, anaerobic jar etc., Colorimeter, PH meter, electrophoresis, autotechnicon, freezing and rotary microtomes, chemical and electrical balance, sharpening of knives, Microscope and its accessories, centrifuge, water baths, haemoglobinometer.
16. Supervision of cleaning of glass wares; wrapping and plugging of the test tubes, preparation of swab sticks and Pasteur pipettes.
17. Preparation of culture media which are used in the Laboratory.
18. Preparation of distilled water and standard solutions, determination of PH solution, estimation of total protein, albumin, globulin, sugar, cholesterol, urea, NPN, bilirubin and Electrophoresis of serum proteins.
19. Physical and Chemical examination of urine, and of stool, concentration methods of stool for cysts and ova; examination of CSF, peritoneal fluid etc. preparation of slides for malaria, filarial and LD bodies and their staining.
20. Collection and examination of seminal fluid and performance of fractional test meal and supervision of disposal of materials.
21. Preparation of anticoagulant vials for biochemical and haematological work, Drawing of blood, collection of skin smears and throat, eye and nasal swab from patients.
22. Determination of haemoglobin, Haematocrit, total count of leucocytes, RBC, Platelets and reticulocytes, ESR.
23. Staining of blood and bone marrow smears.
24. Performance of BT & CT Kaolin Cepahl in clotting time, Red cell fragility, prothrombine time, test for sickling.
25. Performance of the following tests: - ABO blood, Rh grouping, Direct and indirect Coomb" s test, preparation of haemolystate for estimation of alkali resistant haemoglobin and paper electrophoresis of haemoglobin.
26. Tissue reception, labeling, tissue processing, paraffin embedding, sectioning and routine and special staining techniques. Decalcification of bones, preservation of tissues for museum mounting.
27. Processing and staining of cytological material from gastric washing, pleural and peritoneal fluid, sputum and vaginal and cervical material.
28. Preparation of Antigens and antisera for microbiological and serological works.
29. Collection of guineapig and sheep blood agglutination test e.g. Widal, Brucella agglutination tests etc, precipitin test, haemotitration, complement titration, VDRL, Aldehyde test, Chopra test.
30. Care of animals, including rearing, feeding, breeding and killing, performance of animal pathogenicity tests and supervise disposal of their carcasses.
31. In certain special laboratory they may be trained to perform some other special tests as necessary. Any other duties of similar nature that may be assigned to them.
32. To assist laboratory technician.
33. To learn procedures of doing routine blood, urine and stool under supervision of laboratory technician and do undergo in service laboratory technician training.
34. Any other work assigned by the Competent Authority.
35. He/She has to perform shift duties at schedule time.

## **Scope of work & Job description:-**

### **D. Total 01 ECG TECHNICIAN – (Female)**

1. He / She will wear proper uniform and display photo identity card.
2. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
3. He / She will not be found sleeping during duty hours.
4. He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
5. He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
6. Any other assignment given to his/her in case of any emergency will be done.
7. To do any other duty that may be directed by the Incharge of Hospital.
8. He / She must be punctual and regular and arrive ahead of time.
9. He / She is responsible for the ECG work in the department assigned to him / her & has to work under the supervision of Incharge.
10. They have to perform shift duties at schedule time.
11. He / she must clean the machine & its accessories & keep it in good condition at the workplace assigned to them.
12. Taking charge of ECG machine & other sophisticated electronics equipment installed in ICU & various workplaces where he / she is assigned to perform duties.
13. He / She must put cardiac monitor promptly whenever new patient is admitted in ICU & do continuous monitoring of ECG /B>P / Sp)2/IBP and enter the data of each patient in the computer of central monitoring system.
14. He / She must ensure the proper functioning of the ECG machine & life saving machine like Defibrillator at work place & in other block of the hospital wards and provide bedside service for assigned area.
15. He / She must have sound knowledge of cardiac multi parameter-monitors whenever he / she has posted in ICU or in other workplace and able to operate all type of cardiac machine. Also assist the doctors on duty in invasive procedure.
16. Maintaining records related to his / her work.
17. To keep themselves updated with the machines and technology in their field of work.
18. He/She has to perform shift duties at schedule time.

## **Scope of work & Job description:-**

### **E. Total 02 Plaster Assistant (01 Male and 01 Female)**

1. He / She will wear proper uniform and display photo identity card.
2. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
3. He / She will not be found sleeping during duty hours.
4. He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
5. He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
6. Any other assignment given to his/her in case of any emergency will be done.
7. To do any other duty that may be directed by the Incharge of Hospital.
8. He / She must be punctual and regular and arrive ahead of time.
9. They have to perform shift duties at schedule time.
10. Positioning limbs appropriately in readiness for fitting a cast.
11. Applying the most appropriate casting for the case concerned.
12. Applying orthopaedic splints and braces.
13. Applying bandaging or slings where necessary.
14. Advising patients on how to look after their casts and of any complications that may arise.
15. Measuring, providing and advising patients on the use of suitable walking aids.
16. Removing casts.
17. Checking for any signs of infection when removing casts.
18. Completing records for each patient.
19. Apply dressings to wounds
20. Remove dressings and stitches from wounds
21. Remove casts and splints.
22. He/She has to perform shift duties at schedule time.

## **Scope of work & Job description:-**

### **F. Total 06 O.T. Assistant – (03 Male and 03 Female)**

1. He / She will wear proper uniform and display photo identity card.
2. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
3. He / She will not be found sleeping during duty hours.
4. He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
5. He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
6. Any other assignment given to his/her in case of any emergency will be done.
7. To do any other duty that may be directed by the Incharge of Hospital.
8. He / She must be punctual and regular and arrive ahead of time.
9. Assist the doctors and nurses in operations and attend to sterilisation of instruments and dressing material in O.T.
10. Be responsible for the safe custody and proper maintenance of linen, surgical instruments and other equipment in O.T. He will prepare splints, plaster bandages and undertake cutting and rolling of bandages. He will prepare anti-septic lotions and also help the anaesthetist in giving anesthesia to the patients.
11. Carry out any other work/order given to him by the surgeon/anaesthetist /matron/ sister in charge of OT and other superiors.
12. Attend to the dressings of all types of wounds and injuries.
13. Sterilization of instruments and all dressing materials.
14. Pre operative preparation of patients as per directions of the operating Surgeon.
15. Be responsible for the safe custody and proper maintenance of linen, surgical instruments and other equipment in O.T. and dressing room.
16. He/She will prepare splints, plaster bandages and undertake cutting and rolling of bandages, including holding of ledger.
17. He/She will prepare anti-septic lotions and also help the anesthesiologist.
18. Removal of stitches, catheters etc on advise of Medical officer.
19. Responsible for refilling of First Aid Boxes.
20. Observe Universal aseptic precautions strictly and ensure compliance of Bio Medical Waste Management guidelines.
21. Any other duties and responsibilities entrusted by the administration.
22. Assisting the surgeon during routine & emergency surgeries.
23. Ensuring adequate supply of medicines, ligatures, dressings, linen and any other item required in Operation Theater.
24. The cleanliness and proper maintenance of the operation theatre, surgical instruments, equipment, and for reporting their defects to the Medical officer.
25. Supervision of sterilisation of dressing gowns, towels, instruments, gloves etc.
26. Preparation of splints and care of operation theatre linen.
27. Discipline and performance of duties by the operation theatre staff.
28. They have to perform shift duties at schedule time.
29. Cleaned and disinfected, sterilization of equipment is done.
30. All electrical points/ sockets and switches / extension board are in working order and electrical suction units are in working order.
31. Anesthetic machine / workstation along with the multifunctional monitor, breathing circuits accessories are attached and in perfect working order.
32. Ensure oxygen, nitrous oxide and carbon dioxide or air cylinders are full and if partly used new cylinders are readily available in O.T. / ICU at all times.
33. He/She has to perform shift duties at schedule time.

## **Scope of work & Job description:-**

### **G. Total 03 Physiotherapists – (01 Male and 02 Female)**

1. He / She will wear proper uniform and display photo identity card.
2. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
3. He / She will not be found sleeping during duty hours.
4. He / She will not be found missing from the place of duty, for any reason without prior permission of Incharge of Hospital, in case of any exigency.
5. He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
6. Any other assignment given to his/her in case of any emergency will be done.
7. To do any other duty that may be directed by the Incharge of Hospital.
8. He / She must be punctual and regular and arrive ahead of time.
9. He/She will examine and do physiotherapeutic assessment of the patients referred by any M.O. of any discipline/ department and/ or attend directly (if required). Head of the department of Physical Medicine (the Superintendent in Non-teaching Hospitals) will monitor, evaluate and supervise the entire job at a regular manner (if required for better coordination).
10. He/She shall remain responsible for physiotherapeutic treatment of both the indoor and outdoor patients referred by the attending Medical Officer.
11. He/She will make plans of physiotherapeutic treatment, advice and instructions, its applications etc. for the ailing patients, by maintaining an effective liaison with the Specialist M.O./ H.O.D. of Physical Medicine/ Orthopedic/ Neurology from time to time in the interest of patients" treatment.
12. He/She shall maintain records of all work done by him/her pertaining to the physiotherapeutic treatment.
13. He/She shall be responsible for upkeep and maintenance of all apparatus and equipments of Physiotherapy unit of the Hospital and report the same to the Head of the Department of Physical Medicine (Superintendent in case of non-teaching Hospitals).
14. He/She shall assist the in-charge of Deptt./Unit to maintain an inventory of the instruments and equipments under the guidance of the Head of the Department of Physical Medicine (Superintendent in case of non-teaching Hospitals).
15. He/She should actively participate if any special medical team is constituted for rehabilitation/ evaluation/ review/ referral of a patient.
16. He/She shall evaluate, review the patients of physiotherapy and if required shall take up the matter of referral of the patient with the Head of the Department of Physical Medicine/ Medical Officer or the Superintendent in case of non-teaching Hospitals to other Department/ Specialists.
17. He/She shall sincerely and faithfully discharge his/ her professional duties which would be entrusted upon him/ her in the interest of public service.
18. He/She has to perform shift duties at schedule time.

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

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

**For – 07 Para Medical Staff ('A' Grade Staff Nurse, Pharmacist, Lab Assistant, ECG Technician, Plaster Assistant, O.T. Assistant and Physiotherapist).**

S.No.	Details	Marking Category	Marks
1.	Number of years in operation of the firm (Registration certificate of the firm or work order from any Government Ministry/ Department) is to be provided.	03 to 05 years	10
		05 to 10 years	15
		More than 10 years	20
2.	Number of similar nature of work value more than 59 Lakh in different Central Government Ministries/ Departments/ PSUs undertaken in the past (Certificates of satisfactory completion of work are to be provided).	Upto 5 works	10
		Upto 10 works	15
		More than 10 works	20
3.	Turnover (Average of last three financial years) (Balance sheets of last three years to be provided).	1 to 2 Crores	10
		More than 2 to 5 Crores	15
		More than 05 Crores	20
4.	Number of manpower on rolls (PF/ESI, documents are required to be provided).	Upto 100 nos.	10
		100 to 200.	15
		More than 200.	20
5.	Valid ISO 9001 Certification in Manpower (Currently existing certificate is required to provide).	Yes	10
		No	0
6.	Single order from any Central Government Ministry/ Department (Satisfactory completion work certificate is to be provided).	Value more than Rs. 1,19,00,000	10
		Value more than Rs. 75,00,000 up to Rs. 1,19,00,000	8
		Value more than Rs. 59,00,000 up to Rs. 75,00,000.	6
Above marking points will be taken into account in case of more than one L-1 firms. In case of same marks, the firm may be chosen on the basis of higher number of experience in similar services of supply manpower in the Central Government Ministries/ Departments/ PSUs.			

25. As per OM No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 issued by Ministry of Finance, Department of Expenditure, Procurement Policy Division, Govt. of India, the MSME / New Start Ups are not exempt from prior Experience Criteria, Turnover Criteria and EMD.

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

**27. Buyer Specific Additional Term and conditions:-**


1. Bidders are required to furnish Bid Security (also known as Earnest Money) of an amount equal to **2%** of work value in favour of “Commissioner, SDMC payable at New Delhi”.
2. EMD not exempted for MSME and Start-up for this tender. Bids received without EMD will not be considered and summarily rejected.
3. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity latest on or before the 30<sup>th</sup> day after the award of the contract.
4. The bidder should have undertaken any one of the following works during the last three financial years duly certified by the registered chartered Accountant of any Central . State Govt. Org./PSU/Public Listed Company.
  1. One single order of manpower (Para-medical staff) supply not less than Rs. 1,01,74,600/-.
  2. Two orders of manpower (Para-medical staff) supply not less than Rs.63,59,125/-.
  3. Three orders of manpower (Para-medical staff) supply not less than Rs.50,87,300/-.
5. The contract will be for one year from the commencement of the contract subject to satisfactory performance and on failure on this aspect, the SDMC reserves the right to terminate the contract.
6. This initial period of one year may be extended further for one more year on mutual consent with the existing rates and Terms and Conditions subject to satisfactory performance.
7. Prices quoted shall be fixed during the period of the contract including any extended period and not subject to verification on any account except in cases of statutory payments (ESI, PF, GST etc. which will be considered by the competent authority to the extent of actual, on submission of claim with documentary proof accompanied by the relevant Govt. Notification/Orders.
8. The SDMC authority in the event of any increase-decrease in the requirement of man-power subject to the maximum number of posts under contract and may direct the contractor accordingly and the contractor is bound to provide man power as per the changed requirement and he shall be paid proportionately for the changed requirement.
9. The Commissioner, SDMC reserves the right to terminate the contract at any time, before the expiry of one year, by giving one month notice. However the Service Provider needs to give 3 months notice in case of premature termination of contract to let the hospital arrange for replacement of the contractual staff. During the notice period, both the parties will maintain the status quo.
10. Such undertaking that he/she has not secured the employment through corrupt practices should be obtained from all the outsourced staff.
11. The service provider shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character. The contractor shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities.



12. The contractor shall provide man power strictly as per the eligibility criteria and guidelines of SDMC.
  13. Contractual staff shall be paid the wages strictly as per biometric attendance marked by them.
  14. Outsourced staff may have to perform rotational duties in shifts for round the clock duty on all days including Sundays and Holidays as per direction of competent authority of the SDMC. The timing of single shift duty will be specified by the SDMC.
  15. The contractor will be responsible for such conduct of the persons engaged, which will be conducive for maintaining the harmonious atmosphere and will be responsible for any undesired acts and omissions of such persons. If any person is found to be undisciplined or not performing duty properly in the opinion of the authority, he/she is liable to be removed and replaced by a suitable person immediately.
  16. The service provider shall ensure the Health and Safety measures of the hired staff and it shall be alone fully responsible for well being, safety, security and insurance of their personnel.
  17. The SDMC shall not be liable for any damage and/or compensation payable to any worker of contractor or to the contractor in case of any fatal injury/death caused to or by any man power while performing/discharging their duty or otherwise, The contractor shall indemnify SDMC for all such damages, compensation and expenses whatsoever in respect thereof or in relation thereto.
  18. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse the areas of responsibility given to them by the SDMC and shall not knowingly lend to any person or company any of the effects or assets of the SDMC under its control.
  19. In the event of loss/damage of equipments etc. at the premises of the SDMC due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to SDMC apart from removal of the responsible person.
28. AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
29. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Commissioner South Delhi Municipal Corporation payable at Delhi. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
  30. Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings should not be bankrupt. Bidder has to upload undertaking to this effect with bid.
  31. 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.
  32. Bidders rate should be inclusive of GST. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
  33. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support
  34. Escalation Matrix For Service Support:- Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support

35. 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.
36. 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.
37. Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Commissioner South Delhi Municipal Corporation payable at Delhi. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy of the original DD to the Buyer within 15 days of award of contract.
38. If, in any case, bid is tied between two or more bidders then preference will be given to those bidder(s) who has/have completed tender / work order for providing services of maximum number of manpower successfully to any organization in last three years.
39. Even, if in any case, bid is tied between two or more bidders then preference will be given to bidder(s) who has/have completed successfully maximum number of tenders / work orders of providing services of maximum number of manpower to any organization in last three years,

This issues with the approval of Competent Authority.

  
**Admn. Officer(HA)**  
**HAD/SDMC**

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