



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

CIRCULAR

Subject : - Request for outsourcing of Paramedical Manpower services through GeM portal under GFR 149 from Plan Head of Accounts for procuring manpower agency for providing manpower i.e Paramedical (Highly Skilled/Skilled) under various categories on minimum wages/ minimum basic salary in Hospital Administration Department at Mata Gujri Hospital, Tilak Nagar under the jurisdiction of Municipal Corporation of Delhi (MCD) for one year (extendable for one more year).

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

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

The interested Agency/Bidder/Firm/Contractor should upload their bids along with duly signed scanned copies of all the relevant Certificates, Documents etc. in support of their technical & price bids on the GeM Portal. The Technical Bids will be opened online as per GeM Schedule.

Particulars	Tender for providing manpower's i.e. Paramedical (Highly Skilled/Skilled) under various categories on contract basis on minimum wages in Mata Gujri Hospital, Tilak Nagar under the jurisdiction of Hospital Administration Department, Municipal Corporation of Delhi.
Last Date & Time of submission e-Tender	20-03-2024 at 10:00 A.M.
Earnest Money Deposit (EMD) 2% (Rs 7.7 lakh) of the bid value/tender value to be Delivered in hand in the office of the Medical Superintendent of Mata Gujri Hospital, Tilak Nagar on or before last date and time of online submission.	

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

Any corrigendum to the tender will be notified through the aforesaid websites only i.e. <https://mcdonline.nic.in> . The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage. If the date of opening of tender happens to be a holiday, the

tender will be opened on the next working day. No Physical form of Tender documents is required.

Requirement (No. of posts) of **Paramedical (Highly Skilled/Skilled) under various categories** to be deployed at Mata Gujri Hospital, Tilak Nagar of Hospital Administration Department, Municipal Corporation of Delhi is as under : -

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

S.No.	Category of Paramedical staff	Total Numberof Paramedical staff to be outsourced at MGH, Tilak Nagar
1	Nursing Officer	58
2	Physiotherapist	3
3	Pharmacist	5
4	OT Assistant	6
5	Lab Asstt.	6
6	Plaster Asstt.	2
7	ECG Technician	2
8	OT Technician	4
9	Dietician	1
10	PFT Technician	1
11	Refractionist	1
12	Lab Technician	4
13	X Ray Assistant/Radiographer	5
14	ANM	1
15	Dental Assistant	1
16	Medical Record Clerk	2
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***NOTE:** - Upto 30% of the personnel deployed should be women, however the requirement of Female Paramedical Staff will be decided by MS, MGH, Tilak Nagar.

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

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

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

S.N o.	Name of Posts	Qualification and Experience	Age Limits	Monthly Remuneration (Minimum Wages)
1.	Nursing Officer ('A' Grade Staff Nurse)	1.(i). B.Sc. (Hons.) in Nursing from a recognized University or Institute; or its equivalent Registered as a Nurse or Nurse and Mid-wife (RN or RN & RM) with State Nursing Council; (i) Diploma in General Nursing Mid-Wifery from a recognized Board or	Age Limit = 18 years to 40 years as on starting date of contract	As per minimum wages for Highly <u>Skilled Category</u> .

		<p>Council; Registered as a Nurse or Nurse and Mid-wife (RN or RN & RM) from State Nursing Council; and One year's experience in minimum fifty bedded hospital after acquiring the educational qualification mentioned at 2(i) above.</p>		
2.	Physiotherapist	Diploma in Physiotherapy from a recognized Institution	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
3.	Pharmacist	<p>(1) 10+2 with science (Physics, Chemistry & Maths or Physics, Chemistry & Biology) from recognized University/ Board.</p> <p>(2) Diploma / Degree in Pharmacy from College/Institute/ University recognized by Pharmacy Council of India.</p> <p>(3) 06 Months training in recognized hospital or dispensary (in case of Diploma in Pharmacy only).</p> <p>(4) The selected candidate has to be registered in Delhi Pharmacy Council within six month of joining.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
4.	OT Assistant	<p>(i) 12th passed from a recognized University or Board.</p> <p>(ii) Operation Theatre Attendant Training of minimum six months; Or One Years' practical experience in Operation Theatre from a Government Hospital or Private Hospital with 50 beds.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years) .</p>	As per minimum wages for <u>Skilled Category</u>
5.	Lab Assistant	<p>(i) 10 +2 in Science subject from in recognized University or Board.</p> <p>(ii) Diploma in Medical Laboratory Technology from an Institute recognized by the All India Council of Technical Education or any other statutory body authorized by the Government for the purpose.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years).</p>	As per minimum wages for <u>Skilled Category</u> .
6.	Plaster Assistant	<p>(i) Matric pass from a recognised School / Board / University or equivalent</p> <p>(ii) One year of experience in application of plaster in a orthopedic unit of a Hospital</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>

7.	ECG Technician	<p>(i) (a) Matric Pass with physics as one of the subjects from a recognized University/Board or equivalent</p> <p>Or</p> <p>(b) Certificate in Electronics from ITI or any other recognised Institution</p> <p>(ii) 1 years' experience in handling E.C.G. Machine in a reputed hospital.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
8.	OT Technician	<p>(i) 12th passed from a recognized University or Board.</p> <p>(ii) Diploma / Certificate in Operation Theatre Technology (Two Years) and 02 years Experience as Operation Theatre Technician in a recognised Hospital / Institute.</p> <p>Or</p> <p>Bachelors' Degree in Operation Theatre Technology from a recognised University / Institute.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
9.	Dietician	<p>Master's Degree in Home Science / Home Economics with specialization in food and nutrition of a recognised University or equivalent;</p> <p>OR</p> <p>B.Sc. (Home Science / Home Economics) with Nutrition as a special subject from a recognised University or equivalent with P.G. Dip. In Dietetics from a recognised Institution and one year's practical experience in Dietetics.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
10.	PFT Technician	B.Sc.(MLT) degree from a recognized University with one year experience in PFT (Pulmonary Function Test) Laboratory.	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
11.	Refractonist	<p>(iii) Matric pass from a recognised School / Board / University or equivalent</p> <p>(iv) Diploma in Refractionist and Optometry from a recognised Institution or equivalent.</p> <p>(v) 2 year's professional experience</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
12.	Lab Technician	<p>1. Degree in Science with Chemistry or Zoology or Botany as one of the subjects from a recognised university.</p> <p>2. Diploma / Certificate in Medical Laboratory Technology from a recognized Institute.</p>	<p>18-40 years.</p> <p>(Relaxation for Ex-servicemen upto maximum 10 years)</p>	As per minimum wages for <u>Skilled Category</u>
13.	X-Ray Assistant / Radiogr	<p>(i) 10+2 in Science subject from in recognized University or Board.</p> <p>(ii) Diploma or Certificate in</p>	<p>18-40 years.</p> <p>(Relaxation</p>	As per minimum wages for <u>Skilled Category</u>

	aher	Radiography (Two Years Duration) from a Govt. Recognised Institute.	for Ex-servicemen upto maximum 10 years)	
14.	ANM	(i) 12th pass from a recognised Board or University; (ii) Diploma or Certificate course in Auxiliary Nurse Midwife from a recognised institution. (iii) Registered as Auxiliary Nurse Midwife Nursing with a Nursing Council	18-40 years.	As per minimum wages for <u>Skilled Category</u>
15.	Dental Assistant	10+2 with Science (Physics / Chemistry / Biology) from recognised Board or University. Three years working experience under a registered Dental Surgeon or Hospital.	18-40 years.	As per minimum wages for <u>Skilled Category</u>
16.	Medical Record Clerk	(i) Matriculation pass of a recognised University / Board / School or equivalent. (ii) Passing of a test in English Typewriting at a speed of 30 W.P.M.	18-40 years. (Relaxation for Ex-servicemen upto maximum 10 years)	As per minimum wages for <u>Skilled Category</u>

***NOTE: - Upto 30% of the personnel deployed should be women, however the requirement of Female Paramedical Staff will be decided by MS, MGH, Tilak Nagar.**

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

SCOPE OF WORK (RESPONSIBILITIES & DUTIES)

2. A. SCOPE OF WORK (RESPONSIBILITIES & DUTIES)

2.1 NURSING OFFICER ('A' GRADE STAFF NURSE)

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, in case of any exigency.
- 5) He / She will maintain cordial behavior, harsh/rude behavior 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 MS MGH.
- 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 MS MGH.
- 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 MS MGH/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 fulfill 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 anesthesia.
 - (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 –

- (i) To maintain the prepared standard protocol of asepsis strictly.
- (ii) To maintain the hand washing protocol, dress protocol as prescribed.
- (iii) To autoclave and disinfect necessary articles, instruments, linen, gadgets, equipments, etc. and keep ready for use.
- (iv) To check all electrical points, pipe line O2, in built suckers for proper working condition.
- (v) To communicate with concerned person for proper maintenance of unit.
- (vi) To carry out the instructions of the sister-in-charge as allocated by her.
- (vii) To prepare the drugs, crash trolley, etc. properly.
- (viii) To check Oxygen, Carbon dioxide, Nitrous Oxide etc. for proper use.
- (ix) To check monitor, ventilator, all life saving gadgets for proper working condition.
- (x) To provide special care to the patient guided by the Medical Officer e.g. endo-trachialsuction.
- (xi) To fumigate the department periodically.
- (xii) To keep records of all the procedures of the patient neatly.

40) Ward Room –

- (i) He / She will ensure to make the ward clean and tidy including bed.
- (ii) He / She will keep all articles well arranged and maintain the inventory.
- (iii) He / She will take the report, make bed to bed round at the time of changing of the shift of the unit.
- (iv) He / She will orient the new patient with ward.

- (v) He / She will help the ward sister for supervision of work of Group D allotted in the ward for maintenance of cleanliness and sanitation.
- (vi) He / She will make list of patients belongings and keep in safe custody, according to laid down policy of the hospital.
- (vii) He / She will keep a sub stock of drugs, linen and other supplies for ward maintenance.
- (viii) He / She will maintain poisonous drugs registered.
- (ix) He / She will sterilized all articles, maintain all equipments, gadgets, electrical connections Sight, fan etc.
- (x) He / She will indent drugs, diet, and other supplies if necessary.
- (xi) He / She will vigilant to protect the patient from injury or accident by providing side rail.
- (xii) He / She will write report of each shift and sign the report after checking properly.
- (xiii) He / She will assist the ward sister in orientation programme of new staff and students.
- (xiv) He / She will make round with doctors and senior nursing officers.
- (xv) He / She will help ward sister in indenting and checking of drugs, supplies and maintaining inventories.
- (xvi) He / She will be deputed for the ward sister during her absent.
- (xvii) He / She will keep herself up to date with nursing knowledge by taking part in -service education programme.
- 41) Any other work assigned by the Competent Authority.
- 42) He/She has to perform shift duties at schedule time.
- 43) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.2 PHYSIOTHERAPIST

1. He/She will wear proper uniform and display photo identity card provided by the manpower Agency/Firm, on its own cost (i.e. successful Bidder / Agency/Contractor/Firm).
2. He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS MGH / 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 MS MGH / Health Unit.
4. He / She will assist staff in handling unruly visitors and patients, ensure plant safety and environmental conditions.
5. He / She will question every unauthorized person politely for unauthorized entry in Hospital / Health Unit premises and inform MS MGH / Health Unit and Police Authority for assistance, if required, according to circumstance / situation.
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 MS MGH / Health Unit.
8. Maintain daily records of place of their deployment.
9. Must be able to work with speed.
10. Must have no criminal record.
11. To ensure efficient and effective Physiotherapy assessments, of patients using reasoning and manual assessment techniques to provide a Physiotherapy diagn. of their conditions.
12. Formulating & executing treatment of O.P.D. patients and indoor patients consultation with the senior Physiotherapist.
13. Regular visit for Physiotherapy assessment & treatment of patients admitted in various ICU's.
14. Co-ordination with different specialist referring the patients to Physiotherapy department for both OPD and IPD patients.
15. Performing Physical Assessment, muscle charting, strength duration & rheobase- Chronaxie testing (in nerve injuries) for patients referred from Handicap Board / Medical Examination Board, for treatment purposes and for recording the progress of patients.
16. Assist the Head, Physiotherapy Department in up-gradation of the department, maintenance, smooth functioning and maintaining discipline of the department.
17. Assist the head, Physiotherapy Department for maintaining the patients record system, stock registers, condemnation register etc, and perform any other work assigned by him/her.
18. Supervision of students and interns posted in the Physiotherapy Department.
19. Responsibility for arranging clinical meetings, CMES and workshops etc for educational up-gradation and enhancement of knowledge in the field, indulging in & arranging multidisciplinary research programs.
20. 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 MS MGH / Health Unit.
21. He/She will do any other work as assigned by the Concerned HOD/ MS MGH of Hospital / Health Unit and perform any task as directed by Higher Authority.

2.3 PHARMACIST

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.

- 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 MS MGH, 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 MS MGH.
- 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 budgets 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. 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.
 - II. 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.
 - III. Any other duties assigned related to his/her job.
 - IV. Issuance of store materials, maintaining its formalities and keeping all relevant records.
 - V. Proper storage of drugs to preserve its efficiency.
 - VI. Maintenance of Inventory Control (the dated products to be controlled properly to prevent wastage due to expiration).
 - VII. Maintenance of records as per legal requirement in respect of poisonous, dangerous drugs etc.
 - VIII. Maintenance of proper labeling of drugs.
 - IX. To check and store Medical gases.
 - X. Any other duties assigned to him by the competent authority related to store.
 - XI. Ensure Preparation and timely submission of Annual and supplementary indent and procurement.
 - XII. He/She to perform shift duties at schedule time.
- 22) Any other work as assigned by the Competent Authority i.e. MS MGH.

2.4 O.T. ASSISTANT

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, 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 MS MGH.
- 8) He / She must be punctual and regular and arrive ahead of time.
- 9) Assist the doctors and nurses in operations and attend to sterilization 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 anaesthesia 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 Anaesthesiologist.
- 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 Theatre.
- 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 sterilization 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) Anaesthetic 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.
- 34) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.5 LAB ASSISTANT

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, 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 MS MGH.
- 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 Coombs 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.
- 36) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.6 PLASTER ASSISTANT

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, 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) He / She will assist in providing care, comfort and cure to the patients.
- 8) He/She will exhibit polite behaviour towards patients / attendants thereof as they are worried about the life and well-being of their dear ones.
- 9) He / She will assist in application of plaster by the orthopedic surgeon/ resident doctor in emergency / OPD
- 10) He/she will carry out the work assigned by orthopedic surgeon/ resident doctor and will not leave the hospital premises without the permission from MS/MGH

2.7 ECG TECHNICIAN

- 1) He / She will maintain cordial behaviour, harsh/rude behaviour and non-co-operation towards patients / attendants / staff will not be tolerated.
- 2) Any other assignment given to his/her in case of any emergency will be done.
- 3) To do any other duty that may be directed by the MS MGH.
- 4) He / She must be punctual and regular and arrive ahead of time.
- 5) He / She is responsible for the ECG work in the department assigned to him / her & has to work under the supervision of Incharge.
- 6) They have to perform shift duties at schedule time.
- 7) He / she must clean the machine & its accessories & keep it in good condition at the workplace assigned to them.
- 8) Taking charge of ECG machine & other sophisticated electronics equipment installed in ICU & various workplaces where he / she is assigned to perform duties.
- 9) He / She must put cardiac monitor promptly whenever new patient is admitted in ICU & do continuous monitoring of ECG /BP / Sp)2/IBP and enter the data of each patient in the computer of central monitoring system.
- 10) 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.
- 11) 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.

- 12) Maintaining records related to his / her work.
- 13) To keep themselves updated with the machines and technology in their field of work.
- 14) He/She has to perform shift duties at schedule time.
- 15) He / She will assist in providing care, comfort and cure to the patients.
- 16) He/She is to be found in proper uniform and displaying photo identity card.
- 17) He/She will not be found sleeping during duty hours.
- 18) He/She is not to be found missing from the place of duty, for any reason without prior intimation to MS MGH.
- 19) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 20) 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.
- 21) 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.
- 22) 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.
- 23) Maintaining records related to his / her work.
- 24) To keep themselves updated with the machines and technology in their field of work.
- 25) He/She has to perform shift duties at schedule time
- 26) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.8 OT TECHNICIAN

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, 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) Any other assignment given to him/her in case of any emergency will be done. To do any other duty that may be directed by the MS MGH.
- 8) He / She will assist in providing care, comfort and cure to the patients.
- 9) They must supervise the work done by O.T. Assistant working under them in their allotted O.Ts or I.C.U.s. Including the post-operative recovery rooms, Pre-Anaesthetic check – up room and pain clinics. They will work independently in the absence of O.T. Assistant i.e. they will also perform the duties of O.T. Assistant in case of absence / leave of O.T. Assistant.
- 10) They must ensure these things at their workplace allotted to them:-
 1. It should be cleaned and disinfected, sterilization of equipments are done properly.
 2. All electrical points are functioning (Sockets and switches) extension boards are working and electrical suction units are in working order.
 3. Anesthetic machines/workstations monitors, breathing circuits and accessories are in perfect working order.
 4. Ensure sufficient number of medical gas cylinders Oxygen, Air Nitrous Oxide, Carbon Dioxide are readily available and checked for adequate pressure.
 5. Ensure pipelines for medical gases (O₂ and N₂O) and vacuum pipeline is attached and checked to be okay.
 6. Ensure emergency drugs tray/cart is checked and kept ready for use, They should cross-check the expiry dates of drugs and replace as and when required. Resuscitative equipment should be kept ready.
 7. Check the patient intubation trolley prepared by the O.T. Assistant for all necessary items.
 8. Check the Anaesthesia machine for presence of all anesthetic drugs, stainless steel trays, Magill's forceps syringes, needles, labels. Intravenous cannulae, three ways stop cocks, adhesive tapes, scissors, spirit, tincture benzoin etc.
 9. Stronghold of adequate amounts of intravenous fluids plasma expanders, oversee arrangements for blood and blood products, intravenous sets, blood transfusion sets etc.
 10. Provide spinal / epidural sets, local anesthetic drugs along with stainless steel trays for administration of regional Anaesthesia. They must supervise and guide in patient positioning for Regional Anaesthesia techniques.
 11. Ensure help and provide guidance during positioning of the patient prior to the surgery, during surgery and even during transportation to the post-operative. Recovery area or

- ICU supervises application of POP casts/slabs by O.T. Assistant in connection with surgeon.
12. Ensure proper functioning and positioning of O.T. Light during surgery, checking of electorocautery machine and foot pads (Bipolar and unipolar leads, with proper earthing).
 13. Ensure O.T. / ICU are fully functional and operational, infant warmer should be checked for Paediatric cases.
 14. Ensure that the O.T list is pated inside the O.T and patients are operated as per sequence. Each patient should come to the O.T with proper documents, which should be crosschecked.
 15. Ensure that during surgery O.T.s are never left unattended.
 16. Ensure that after surgical operation is over and the next patient is wheeled in the O.T. should be cleaned and tidied up. In case an infected case or an HIV case has been conducted; then the O.T should be fumigated. Similarly, ICU bed should be cleaned and disinfected before the next patient is taken on it.
 17. Ensure appropriate record maintenance-drug utilization register to be filled up by O.T. Assistant, Entries should be legible, signed by the concerned anaesthetic and all cutting/overwriting duly attested. Ensure patient details in 'Anaesthetic Records' Registers of O.T. and in Anaesthetic Records Performa,.
 18. Carry out minor repairs of equipments and change of parts like bulb of a microscope. O.T. Light, change of oxygen flow sensor etc.
 19. Any other duties equivalent to the post assigned by the MS MGH.

2.9 DIETICIAN

1. He/She will wear proper uniform and display photo identity card provided by the manpower Agency/Firm, on its own cost (i.e. successful Bidder / Agency/Contractor/Firm).
2. He/She will not be found sleeping during duty hours. He/She will not found missing from the place of duty, for any reason whatsoever, without prior intimation to MS MGH / 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 MS MGH / Health Unit.
4. He / She will assist staff in handling unruly visitors and patients, ensure plant safety and environmental conditions.
5. He / She will question every unauthorized person politely for unauthorized entry in Hospital / Health Unit premises and inform MS MGH / Health Unit and Police Authority for assistance, if required, according to circumstance / situation.
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 MS MGH / Health Unit.
8. Maintain daily records of place of their deployment.
9. Must be able to work with speed.
10. Must have no criminal record.
11. Menu Planning.
12. Management of Dietetic Department.
13. Management of Therapeutic Diet.
14. Standardizations of receipts and supervision of cooking.
15. Teaching Dietician Trainees, Nursing Staff and others.
16. Maintaining duty roster for Kitchen Staff, leave record, monthly health record of HMTS (Erstwhile Group 'D') and other records required for personnel Management.
17. Running Nutrition Clinic and to attend to Dietetic Clinic.
18. To check proper maintenance of relevant records.
19. Taking surprise visits to ensure proper distribution of food to patients particular therapeutic diets.
20. Ordering dietary articles (Dry and Fresh) and supervision of the receipts and issues of all supplies.
21. Assignment of duties to staff of Diet Section and to see the proper Functioning of the Diet Section.
22. Diet advice to patients in need.
23. Checking the purchase bills relating to dietary articles in regard to their specifications quantity and rates and passing them on to Accounts Section.
24. Maintenance of proper accounts for all dietary areoles and inventory for dead stock articles.
25. Sanitation and Cleanliness of Kitchen area.
26. Supervision of fire precautions in the department.
27. Checking the quality of food articles purchased.
28. Selection and purchase of food.
29. 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 MS MGH / Health Unit.
30. He/She will do any other work as assigned by the Concerned HOD/ MS MGH of Hospital / Health Unit and perform any task as directed by Higher Authority.

2.10 PFT TECHNICIAN

- 1) The Pulmonary Function Technician (PFT) - Lead provides daily leadership and diagnostic expertise for staff in outpatient pulmonary function and other areas as required.
- 2) This clinician demonstrates a high degree of independence and is responsible to assist with ongoing development and evaluation of orientation needs, in-service education and continuing education.
- 3) The PFT- Lead is a resource to other Pulmonary Function technicians and Ambulatory staff, physicians, and health care professionals.
- 4) Pulmonary Technician performs all aspects of diagnostic pulmonary testing, including patient preparation and education, procedure analysis, equipment maintenance, and trouble-shooting.
- 5) He / She will assist in providing care, comfort and cure to the patients.
- 6) He/She is to be found in proper uniform and displaying photo identity card.
- 7) He/She will not be found sleeping during duty hours.
- 8) He/She is not to be found missing from the place of duty, for any reason without prior intimation to MS MGH.
- 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) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.11 REFRACTIONIST

Refractionist is an efficient and competent person to take an independent Scientific / professional judgment in practices of optometry in Eye Department for the patients in following manners:-

- 1) Recording of visual acuity / eye sight of patients with comprehensive and clinical careful eye examination for eye health evaluation.
- 2) External eye examination to find out visual abnormalities of eye like lids, cilia, conjunctiva, sclera, tear, cornea, pupil, crystalline lens, iris etc.
- 3) Optometrist is able to examine the eyes to detect defects in vision, signs of injuries, ocular diseases or abnormality in eyes. Make a diagnosis and prescribe glasses/contact lenses, fit contact Lenses and send referral to the specialists for treatment of patients
- 4) Perform Refractions by Retinoscopy (Objective and Subjective eye examination) and auto-refraction by utilization of optometric diagnostic instruments for Diagnosis and detection in multiple types of refractive errors, Like (a) myopia (b) hypermetropia (c) presbyopia (d) astigmatism (e) aphakic condition of eye (f) pseudophakic correction (g) amblyopic (h) squinting condition of eye (i) diplopia / double vision condition of eye (i) low vision correction with low vision aids.
- 5) Refinement of Refraction of eyes as per subjective lens trial test, refinement with cross cylinder for accuracy, duochrome test to refine over / under correction of prescriptions.
- 6) Prescribe the prescription of visual aid like, spectacle, prisms, glass lenses, contact lenses (rigid, semi-rigid and soft), therapeutic contact lenses, prosthetic contact lenses, cosmetic contact lenses, ocular muscles exercises and low visual aid etc for the treatment of refractive errors. Spectacle lens prescription: single vision, bifocals, (bifocal bifocals, flat top bi-focals, executive bifocals etc), trifocals, progressive lenses, special lenses for the patients with photophobia, lenses for UV protection, lenses with anti reflection coating, polarized lenses etc.
- 7) Binocular vision therapy for visual efficiency and balancing the prescription of eye to avoid the problems like headache, eyestrain, asthenopic symptoms, double vision, blurring of vision and partial condition of squint Optometric and orthoptics assessments of binocular vision and their treatments.
- 8) Guiding and eye/vision health education to the patients / public regarding visual welfare.
- 9) Spectacle lens therapy for specific treatment like occlusion therapy, ptosis spectacles, filter lenses for macular degeneration and other lenses for specific treatments.
- 10) Contact lens therapy as per the needs of the patients.
- 11) Geriatric vision therapy for old age patients.
- 12) Paediatric vision therapy for children and special child (along with low intelligence).
- 13) Low vision therapy for visually impaired pupil through prescribing low vision aids.
- 14) Visual hygiene therapy.
- 15) Occupational vision therapy to prescribe appropriate occupation and safety eye wear treatment as required.
- 16) Sports vision therapy in sports persons.
- 17) Color vision estimation in patients and perception for proper functioning of individual to perform various jobs as driving or flying or as the job requirement.
- 18) Verification of dispensed optical aids like spectacle, qualities of glasses/lenses, selection of frame for appropriate fitting/alignment, contact lenses, prism glasses, and low visual aids etc.
- 19) Lensometry: verification of lens power, prisms and checking of optical center of lens etc.
- 20) Keratometry of cornea for fitting of contact lenses and A-scanning calculation of lens etc.
- 21) Tonometry- to measure the intra ocular pressure to diagnosis the glaucomatous status of the eye ball.
- 22) Visual field charting for diagnosis of defective visual fields of defective visual fields of glaucoma patients.
- 23) Supervision of instillation of diagnostic drugs for dilatation like mydriatic/cycloplegic drugs etc.

- 24) Vision screening, eye examination, refraction and prescription of lenses of school children and special school children.
- 25) Community optometry.
- 26) Performing duties in eye refraction camps in rural/urban and remote areas etc.
- 27) He / She will assist in providing care, comfort and cure to the patients.
- 23) He/She is to be found in proper uniform and displaying photo identity card.
- 24) He/She will not be found sleeping during duty hours.
- 25) He/She is not to be found missing from the place of duty, for any reason without prior intimation to MS MGH.
- 26) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 27) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.12 LAB TECHNICIAN

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, in case of any exigency.
- 5) He / She will maintain cordial behavior, harsh/rude behavior and non-co-operation towards patients / attendants / staff will not be tolerated.
- 6) Impersonification will not be allowed in any case.
- 7) Any other assignment given to him/her in case of any emergency will be done. To do any other duty that may be directed by the MS MGH.
- 8) He / She will assist in providing care, comfort and cure to the patients.
- 9) Collect sample according to test requested, either directly by vein puncture or skin puncture.
- 10) Maintain responsibility for patient identification, specimen labelling and collection verification.
- 11) Instruct patients and healthcare providers in collection and preservation techniques for urine, sputum, stool, scrapings, autologous or directed donations or for other specimens for analysis.
- 12) Operate and maintain different types of instruments and equipment used in medical laboratory.
- 13) In Clinical Pathology and Haematology, perform various investigations like urine and stool routine & microscopic examinations, Haemoglobin, TLC, DLC, ESR, Platelet count and other indices including those to rule out anaemia, leucocytosis etc. and do other body fluids examinations and give reports with his/her signature.
- 14) In Biochemistry, perform tests to assess various organ functions and biochemical values and give reports with his / her signature.
- 15) In Histopathology and Cyto-pathology, receive samples / slides from the OT and FNAC section, label them and assist in grossing and do embedding, preparation of paraffin blocks and section cutting, processing for slide making, staining and mounting as needed. Provide data for reporting of results to the Pathologist and maintain records of slides and reports. Act, as Museum curator and prepare surgical specimens for display, including mounting and labelling. Help in photo – micrographic work, index surgical specimens, maintain and furnish the museum and compile statistical data etc.
- 16) In Microbiology, receive various hazardous specimens and keep them at appropriate temperatures and prepare different types of media for bacterial growth. Sterilize equipment used for testing, do culture and sensitivity tests for specimens and participate in identification and reporting of different types of bacterial growths. Make smears and assist in microscopic examination, wherever possible, to rule out various types of infections. Do test based on antigen – antibody reactions, ELISA etc., to rule out HIV, HbsAg, HCV, Various STD causative organisms, Torch etc. give reports with his/ her signature.
- 17) In Blood Bank, perform blood grouping cross matching direct and indirect combs tests etc. Separate blood components and prepare blood bags of all fractions and whole blood, fit for transfusion. Screen donors before blood donation and given reports with his / her own signature.
- 18) Assist in Post – Mortem examination.
- 19) Prepare and ensure quality assurance of culture media, chemicals, reagents, stains and solutions as appropriate.
- 20) Evaluate collected lab data and prepare reports assessing accuracy, completeness, timeliness, progress, adverse trends and give appropriate recommendations.
- 21) Maintain sufficient inventory of material and equipment for performance of duties and maintain standard lab equipment, ensuring its cleanliness.
- 22) Process samples for special investigations.
- 23) Participate in the development of new medical procedures and techniques and conduct training programmes on hospital waste management etc.
- 24) Maintain stores / stock and maintain all prescribed registers including maintenance contracts records up to date and assist the Head of Department / Laboratory in charge in procurement of departmental requirements and in correspondence regarding maintenance, repair and upkeep of equipment.
- 25) Indent and receive laboratory reagents, equipment etc. from stores, Supervise collection of material from the store.
- 26) Sterilize and maintain glassware by autoclaving.
- 27) Check efficiency of autoclaving of glassware, instruments, linen etc. when received from CSSD.

- 28) Look after bio-medical hazards and bio- medical waste management and ensure that equipment and processes for the same are in place.
- 29) Supervise work of Junior Staff.
- 30) Maintain record of all investigations done.
- 31) Ensure that all reports are dispatched to all outdoor and indoor departments in time.
- 32) Compile statistical data.
- 33) Perform rotational duties as assigned by Head of Department / Laboratory in charge.
- 34) Look after the work of Laboratory Assistant as and when directed by Head of Department / Laboratory in charge.
- 35) Look after the work of Technical Supervisor (Lab) as and when directed by Head of Department / Laboratory in charge.
- 36) Utilize HIS and other software as needed / instructed.
- 37) Follow and ensure that others follow appropriate universal precautions and hospital waste disposal rules and regulations.
- 38) Assist in measures directed towards management of mass casualties and disasters.
- 39) Maintain cleanliness of period and dress.
- 40) Wear white coat while on duty.
- 41) Assist and perform tasks as directed by Head of Department / Laboratory in charge.
- 42) Educate and direct junior staff.
- 43) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH.

2.13 X RAY ASSISTANT/RADIOGRAPHER

- 1) Perform all radiographic & imaging (CT, MRI, Mammo, DEXA etc.) Examinations as per duty roster and emergency roster in all sections.
- 2) To make relevant entries in patient register and keep record of patients including OPG, mammo, CT, MRI, CR etc.
- 3) Ensure radiation safety measures are observed while following the ALARA Principle. Use all the radiation protection devices as per indications.
- 4) In female patients specifically to ensure radiation safety by enquiring about LMP.
- 5) Maintenance of radiographic and related machines with regular check for malfunction.
- 6) Use personal monitoring device TLD badge & follow AERB guidelines.
- 7) Carry out regular calibration of machines & follow quality assurance program.
- 8) To provide census of case load as & when required.
- 9) Ensure Biomedical waste is managed as per protocol.
- 10) To carry out all shift duties assigned and observe strict timing in all shift.
- 11) Proper handover/takeover charge from their counter parts.
- 12) To supervise & ensure proper cleanliness and sanitation in their duty place.
- 13) To ensure that MLC X-Rays are properly taken, recorded authenticated and hand over to concerned technical Supervisor/person.
- 14) To prepare equipment work area & patient preparation as per the requirement of the test & instructing removal of metallic objects like Jewellery, coin etc. which may interfere with the examination.
- 15) To ensure patient dignity and privacy of patient prior to test procedure.
- 16) To attend to female patients only in the presence of the attendant.
- 17) To position correctly without any inconvenience to them.
- 18) Will inform patients to collect their reports from the reception in designated place and time.
- 19) Abide by the Professional Code of Conduct.
- 20) To carry out any other duty as assigned by HOD
- 21) He / She will assist in providing care, comfort and cure to the patients.
- 22) He/She is to be found in proper uniform and displaying photo identity card.
- 23) He/She will not be found sleeping during duty hours.
- 24) He/She is not to be found missing from the place of duty, for any reason without prior intimation to MS MGH.
- 25) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 26) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

2.14 ANM (Auxiliary Nursing Midwife)

1. She will assist in all the family welfare clinics organized in the hospital and organize such clinical services (FP, Maternity Home & M&CW as are required. Her services are not to be utilized in general outdoor.
2. She will assist the Gynaecologist and in conducting the various Family Welfare clinics and organize such clinical services (FP, Maternity Home & M&CW) as are required.
3. She will select a population of 5000 near to the hospital for her field work in connection with the delivery of family welfare services by home visits. She will carry out the target couple survey and maintain the relevant register giving the classified information about the couple surveyed.
4. During the home visits she will carry out:
 - a. Education (group and inter-personal) and motivation for Family Welfare Services.
 - b. Education and delivery of MCH Services (Antenatal, Post-natal Immunization etc.).
 - c. Education regarding nutrition.
 - d. Follow up of cases of sterilization, IUD distribution of Nirodh & Oral Pills, a follow up of ante-natal, post-natal, infant cases registered by her in the clinic

5. She will also assist in the training programme conducted at the sub-district hospital.
6. She will maintain the necessary register and assist in preparing the monthly report of FP and MCH of the hospital.
7. She will not be allotted any word duties unless there is an emergency.
8. She will maintain close liaison with the Indigenous Dais in her area and improve their practices
9. She will be responsible to the Lady Health Visitor.
10. She will assist in providing care, comfort and cure to the patients.
11. She is to be found in proper uniform and displaying photo identity card.
12. She will not be found sleeping during duty hours.
13. She is not to be found missing from the place of duty, for any reason without prior intimation to MS MGH.
14. Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
15. To do any other duty that may be directed by the MS MGH.

2.15 DENTAL ASSISTANT

- 1) He / She will wear proper uniform and display photo identity card should be provided by the manpower agency.
- 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 MS MGH, 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 MS MGH.
- 8) He / She must be punctual and regular and arrive ahead of time.
- 9) Assist Dental Surgeon and Dental Hygienist / Technician & work under their directions.
- 10) Call patients from their waiting area, assist their seating on the dental chair, drape the patient and put a glass of water for the patient.
- 11) Do proper cleaning and sterilization of instruments, linen and other appliances / equipments immediately before and after use.
- 12) Keep instruments neat, clean and tidy and keep them ready before every procedure.
- 13) Perform asepsis of dental chair unit and clinical are, maintain care and cleanliness of sterilizers and the dental surgery room and do proper biomedical waste disposal.
- 14) Take and develop dental X-Ray and prepare sterile cotton and gauze for day to day use.
- 15) Give appointment to the patients on the direction of dental surgeon, maintain patient records and enter daily work done in the register / computer.
- 16) Construct plaster cast of impressions of the mouth and carry out other lab work as directed.
- 17) Bring instruments and material form store and Keep record of it.
- 18) Will responsible for storage, maintenance, accounting of instruments, dental chairs and other supplies belonging to dental operatory, laboratory and recovery room.
- 19) Keeping the emergency outfit up-to-date and in good working order in the dental surgery and oxygen and other life saving devises.
- 20) Responsible to provide all the equipments / instruments for the operation theatre.
- 21) To ensure periodic testing of electric / electronic equipments by the electrician / technician and taking adequate precautions against fire and other hazards.
- 22) Helping in arranging transfer of patients to and fro from the dental surgery.
- 23) Any other duties equivalent to the post assigned by the Dental Surgeon / MS MGH.

2.16 MEDICAL RECORD CLERK

- 1) Registration of IPD patients with all demographic, clinical detail & Social details.
- 2) Daily Basis IPD OPD census collection with analysis, qualitative & quantitative details and case sheets from the whole Health Unit / Wards.
- 3) Retrieval of case-sheets.
- 4) Assembling of IPD case-sheets.
- 5) Sticking as per MRD norms.
- 6) To compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system.
- 7) He / She will process, maintain, compile and report patient information for health requirements of health unit.
- 8) Individual compiles, processes and maintains medical records of patients in a manner which meets the medical, administrative, ethical, legal and regulatory requirements of the health care system following its latest coding systems and standards.
- 9) Standards in a manner consistent with the MGH, TilakNagarof department.
- 10) Filling MLC & Non-MLC separately.
- 11) Coding & indexing is done disease wise as per ICD, 10th Edition.
- 12) Other non-clerical / clerical work related to his qualification, if it exist, on the requirement of the Department
- 13) He / She will assist in providing care, comfort and cure to the patients.

- 14) He/She is to be found in proper uniform and displaying photo identity card.
- 15) He/She will not be found sleeping during duty hours.
- 16) He/She is not to be found missing from the place of duty, for any reason without prior intimation to MS MGH.
- 17) Smoking / Drinking is strictly prohibited in Hospital Premises and if found indulged in such activities, he/she will be surrendered to Hiring Agency immediately.
- 18) Any other work as assigned by the Competent Authority i.e. Concerned HOD/ MS MGH of MGH, Tilak Nagar/ Institutions.

Tender Terms and Conditions of the bid are as under :

1. **Bid duration** - 15 days from the Bid Opening Date(till 24:00 Hrs. IST)
2. **Bid offer validity** (From End date) - 180 days.
3. Time to be allowed to the seller for technical clarifications during technical evaluation- **2 days**.
4. **Average Annual turnover (for last 03 financial years, i.e. 2020-21, 2021-22, 2022-23) (In lakhs)**
(The Minimum average financial turnover of the bidder during the last three financial years, ending on 31st March of the previous financial years should be **1.9 Crore**).
5. Last 05 Financial Years of Past Experience in any Govt. Hospital/Health Unit Required (The Bidder must have minimum 05 (Five) years experience in outsourcing of manpower service in any Central Govt./State Govt. Org./PSU Hospital / Health Unit.
6. **The Bidder must have executed at least following similar works in last 05 financial years in any Govt. Hospital/Health Unit of Central Govt./State Govt. Org./PSU bodies / Autonomous bodies.**
 - (a) One similar work of 80% of total bid value, i.e **Rs. 3.08 crore**.
Or
 - (b) Two similar work of 50% of total bid value, i.e **Rs. 1.9 crore**.
Or
 - (c) Three similar work of 40% of total bid value, i.e **Rs. 1.54 crore**
7. **Criteria of Selection for final award if more than 1 bidder have quoted LI price "Run L1 Selection" on GeMportal** (If two or more bidders will quote the same price for the tender).
8. **EMD : -** Bidders are required to deposit EMD (@ 2 % of estimated cost) i.e **Rs 7.7 lakh**. Exemption in depositing will be given to MSME vendor, as per rule.
9. **Performance Bank Guarantee (PBG)**-5% of the final project cost.
10. The contract will be for one year (extendable for further one year with approval of competent authority) from the commencement of the contract subject to satisfactory performance and on failure on this aspect, the MCD reserves the right to terminate the contract.
11. **Availability of Office of Service Provider:** An office of the Service Provider must be located in Delhi. **Documentary Evidence to be Submitted.**
12. 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.
13. **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.
14. **Blacklist :-** The bidder /firm will submit a declaration on Non judicial Stamp paper of Rs 100 (Rupees hundred only) duly notarized that neither the bidder / firm is not blacklisted/ debarred from any Govt / Semi-Govt/Central Govt./State Govt/PSU /Autonomous bodies/organizations at the time of submission of bid/tendering nor any owner / Director/ partner of the bidder/firm was not an owner/Director or partner in the firm that has ever been blacklisted by the any Govt / Semi-Govt/Central Govt./State Govt/PSU /Autonomous bodies/organizations
15. 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.
16. 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.

17. **Dedicated/toll Free Telephone No. for Service Support:** BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support. **(Attach Copy)**
18. **Escalation Matrix For Service Support:-** Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support. **(Attach Copy).**
19. **Option Clause:** The Hospital Authorities 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.
20. **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.
21. **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.
22. **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.
23. **The Service Provider** is required to have **at least 40 % of the required manpower** on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid. **(Attach Copy)**
24. Agency will provide line management {**a team of Supervisor(s)**} which will operate 365 day / 24/7.
25. Ensure all necessary property inspections have been carried out and security equipment is in serviceable condition.
26. The Agency shall not engage any such sub-Agency or transfer the contract to any other person in any manner.
27. The Agency shall indemnify the Mata Gujri Hospital, Tilak Nagar from and 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 / Assets within the premises of Mata Gujri Hospital, Tilak Nagar will be recovered from the monthly bill of the agency / firm for actual present value thereof.
28. 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.
29. Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the property/areas of the health unit premises. The Agency shall be responsible to protect all properties and equipments of the Mata Gujri Hospital, Tilak Nagar unit entrusted to it.
30. The MS of the Mata Gujri Hospital, Tilak Nagar shall have right to have any person removed in case of patient/staff/staff complaints if the person is not performing the job satisfactorily or otherwise. The Agency shall have to arrange the suitable replacement in all such cases **within 24 hours positively**.
31. **The payment of minimum wages for category Highly -Skilled&Skilled** whichever is applicable will be subject to variation from time to time in wages as notified by Govt. of NCT of Delhi and in cases of statutory payment (ESI, PF and GST etc.) will be consider by the Competent Authority to the extent of actual on submission of claim will documentary proof accompanied by the relevant Govt. notification / orders.

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

monthly bill in each occasion in the interest of general public/MCD. In case of any public complaint is received attributable to any un-lawful activities including under the influence of liquor, smoking or intoxication, misconduct /misbehavior of contractor's personnel, the person will be removed by the contractor immediately and will not be re-employed in future by the contractor in any of the Hospital / Health Unit in Municipal Corporation, failing which, 10% of the contractual amount will be deducted from the monthly bill on each occasion in the interest of general public.

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

S.No.	Description	Deductions		
		1st Instance	2nd Instance	3rd Instance
1.	Non-deployment of total manpower mentioned in the 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 the buyer. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG.
4.	If the employee is found responsible for disobedience/ misconduct	Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG
5.	If the employee is absent or takes leave for more than 2 days without informing buyer or taking prior approval without substitute being provided by the service provider.	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 1day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 2 daywages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) from the monthly bill of contractor/firm/agency / EMD / PBG
6.	If the employee is found responsible for adopting illegal and foul methods	Immediate replacement within 2 days/ cancellation of the contract with	Cancellation of the contract with cancellation charges @ 10% of	

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

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

breach of the Contract, in which case the Buyer and GeM shall have the right to take appropriate independent actions including termination of the Contract and actions as per GeM Incident Management Policy."

61. **Solvency Certificate:-** Solvency Certificate in the format as per **ANNEXURE attached** issued by a Nationalized or any Scheduled Bank in favour of the bidder should be for a value not less than at least **40% of Estimated Cost** put to tender. The solvency certificate should have been issued within 06 months from original last date of the submission of the bid. The bidder has to upload a scanned copy along with the bid. A notarized copy of **Solvency Certificate** shall be submitted along with other notarized documents.
62. The duties and responsibilities of the manpower deployed by the agency/firm are as per the job profile of Mata Gujri Hospital, Tilak Nagar.
63. Bidders are required to furnish Bid Security (also known as Earnest Money) of an amount equal to **2% (Rs7.7 lakh)** of work value in favor of "**Commissioner, Municipal Corporation of Delhi**".
64. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity latest on or before the 30th day after the award of the contract.
65. **Contract Agreement** : - Successful Bidder / Firm / Agency / Contractor will sign a contract agreement With Municipal Corporation of Delhi for the services to be rendered by the Firm / Agency / Bidder on Non-Judicial Stamp Paper of Rs. 100/- within 15 days of issue of work order.
66. Agency / Firm / Service Provider shall have appropriate insurance cover for its personnel for personal accident and death whilst performing the duty and the MCD shall own no liability and obligation in this regard.
67. The working hours and days of the outsourced employees will be as per the existing applicable rules. However, they must work on extended hours and/or holidays, if necessary and required based on demand of work.
68. The contract will be for One Year from the commencement of the contract subject to satisfactory performance and on failure on this aspect, the MCD reserves the right to terminate the contract. This period is extendable to one more year subject to satisfactory performance report by the MS of Mata Gujri Hospital, Tilak Nagar.
69. Prices quoted shall be fixed during the period of the contract including any extended period and not subject to variation on any account except in cases of minimum wages as notified by Govt. of NCT of Delhi from time to time and statutory payments (ESI, PF, GST etc. which will be considered by the competent authority to the extent of actual, on submission of claim with documentary proof accompanied by the relevant Govt. Notification/Orders.
70. The MCD reserves authority in the event of any increase-decrease in the requirement of man-power subject to the maximum number of posts under contract and may direct the contractor accordingly and the contractor is bound to provide man power as per the changed requirement and he shall be paid proportionately for the changed requirement.
71. The Commissioner, MCD reserves the right to terminate the contract at any time, before the expiry of one year, by giving one month notice. However the Service Provider needs to give 03 months' notice in case of premature termination of contract to let the hospital arrange for replacement of the contractual staff. During the notice period, both the parties will maintain the status quo.
72. Such undertaking that he/she has not secured the employment through corrupt practices should be obtained from all the outsourced staff.
73. The service provider shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character. The contractor shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities.
74. I/card with name of the post and prescribed dress of Paramedical staff under different categories will be provided by manpower agency / firm / contractor own its cost no liability of Mata Gujri Hospital, Tilak Nagar.
75. The contractor shall provide man power strictly as per the eligibility criteria and guidelines of MCD along with terms and conditions as above mentioned posts.
76. Contractual staff shall be paid the wages strictly as per attendance marked by them in attendance register kept and maintained by Nodal Officer designated by Head of Health

Intuition Concerned. Attendance should be duly verified by MS of the Mata Gujri Hospital, Tilak Nagar.

77. Outsourced staff may have to perform rotational duties in shifts for round the clock duty on all days including Sundays and Holidays as per direction of competent authority of the MCD. The timing of single shift duty will be specified by the MCD. Performance will be signed by the Concerned Nodal Officer.
78. The contractor will be responsible for such conduct of the persons engaged, which will be conducive for maintaining the harmonious atmosphere and will be responsible for any undesired acts and omissions of such persons. If any person is found to be undisciplined or nonperforming duty properly in the opinion of the MS of the Mata Gujri Hospital, Tilak Nagar, he/she is liable to be removed and replaced by a suitable person immediately i.e. within 24 hours positively.
79. The service provider shall ensure the Health and Safety measures of the hired staff and it shall be alone fully responsible for well being, safety, security and insurance of their personnel.
80. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse the areas of responsibility given to them by the MCD and shall not knowingly lend to any person or company any of the effects or assets of the MCD under its control.
81. In the event of loss/damage of equipments etc. at the premises of the MCD due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to MCD apart from removal of the responsible person.
82. **Documents Comprising the Bids:** The Bid prepared by the bidder shall comprise of the following

CHECK LIST OF ELIGIBLE AGENCY/FIRM/BIDDER/CONTRACTOR

S.No.	Attributes about the documents	Document Submitted (Yes / No)	Number of page at which the document is made available
1.	EMD @ 2% of Bid Amount (Rs 7.7 lakh)		
2.	Documentary proof of registration under Labour Act 1970		
3.	Average Annual turnover (for last 03 financial years) (In lakhs) (The Minimum average financial turnover of the bidder during the last three financial years (i.e , 2020-2021, 2021-2022 and 2022-2023) ending on 31 st March of the previous financial years should be 1.9 Crore		
4.	Year of experiences (Experience Criteria in any Govt Hospital/ Health Units of Central Govt./State Govt/PSU Hospital/Autonomous bodies during last 5 years (i.e 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) to providing similar services/manpower in any Govt Hospital/ Health Units of Central Govt./State Govt/PSU Hospital/Autonomous bodies		
5.	Proof of office in Delhi / New Delhi.		
6.	Forwarding letter accepting the Terms and Conditions and Additional Terms & Conditions (ATC)		
7.	Past experience in last 05 financial year of providing similar services/manpower to any Central Govt./State Govt/PSU Hospital/Autonomous bodies Hospital/ Health Units/ (i.e 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) a) 01 project 80% of estimated value i.e. more than 3.08 crore. b) 02 project 50% of estimated value i.e. more than 1.9 crore. c) 03 project 40% of estimated value i.e. more than 1.54 crore		

8.	Certificate for acceptance of Terms and Conditions		
9.	Total No. of employee on their payroll 40% Employee Must		
10.	Dedicated / Toll free Telephone number for service support.		
11.	Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.		
12.	Acceptance of Payment of Salary and Wages Clause & Option clause for increase and decrease manpower at the time of placing order and increase 25% manpower during the contract.		
13.	Documentary proof of performance certificate for the last 05 financial years of providing similar services/manpower to any Govt Hospital/ Health Units/Central Govt./State Govt/PSU Hospital/Autonomous bodies (i.e 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) with copy of contract/agreement with valid extensions and satisfactory completion		
14.	Documentary proof in form of latest ESI/EPF return for the last 06 months of financial year as filled by concerned authorities by the bidder as proof of manpower in their role		
15.	Documentary proof of EPF registration & Code number		
16.	Documentary proof of ESIC registration & Code Number		
17.	Documentary proof of Service tax registration & latest tax return clearance certificate of last 03 financial years.		
18.	Documentary proof of PAN/TAN number of Firm/Agency/Person		
19.	Documentary proof of Registration in Labour department.		
20.	The bidder /firm will submit a declaration on Non judicial Stamp paper of Rs 100 (Rupees hundred only) duly notarized that neither the bidder / firm is not blacklisted/ debarred from any Govt / Semi-Govt/Central Govt./State Govt/PSU /Autonomous bodies/organizations at the time of submission of bid/tendering nor any owner / Director/ partner of the bidder/firm was not an owner/Director or partner in the firm that has ever been blacklisted by the any Govt / Semi-Govt/Central Govt./State Govt/PSU /Autonomous bodies/organizations		
21.	Documentary proof of imparting training to the staff on regular basis as per NIT clause		
22.	Documentary proof and declaration proprietorship/partnership/Private limited or limited firm as per NIT		
23.	Documentary proof of written special power of attorney on the non-judicial stamp paper of Rs.100/- duly notarised		
24.	Declaration of not having an agent/middle men/intermediary on letter head		
25.	Declaration for not have been facing any criminal charges.		
26.	Documentary proof of ISO Certificate ,if applicable		
27.	Documentary proof of Solvency Certificate		

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

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

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