



Annexure 1: Scope of Work and Working Instructions

Name of Work: Outsourcing of Paramedical Services consisting of Nursing, Dressers, Radiography, Pharmacists and Medical Laboratory Services, ECG, OT, Dental, ENT & Eye technicians and Cooking

1. Nursing Services

The scope of work in BHEL General Hospital, OHS, FMC and the peripheral Dispensaries are given below:

- i. The work should be attended around the clock. The Shift timings are given below: I

Shift	:	06.00 hrs to 14.00 hrs.
II Shift	:	14.00 hrs to 22.00 hrs.
III Shift	:	22.00 hrs to 06.00 hrs.
General Shift	:	08.00 hrs to 16.30 hrs.
- ii. Taking over & Handing Over with full responsibility.
- iii. Administration of SC, IM, IV Injection & Medicines to be given.
- iv. Nursing care of Sick patients, TPR, BP, I/o Chart, nurses chart to be maintained.
- v. Writing of Diet sheets & entering in PC
- vi. Giving the due Injection in time.
- vii. Preparing the patient for Operation.
- viii. Preparing the charts which are to be sent to Operation Theatre.
- ix. Admission to be entered in the IP Register etc.
- x. Carrying out Doctors orders.
- xi. Sending the patients to other departments with their concern.
- xii. Sending forms for Lab investigation and collecting the results from Lab and intimating to the doctors.
- xiii. Patients complaints to be intimated to Doctors in time, getting the instructions from the Doctors and implementation.
- xiv. Checking and keeping Linen, Articles and Medicines & Injection up to date.
- xv. Assisting the Matron & others in Condemnation of Linen etc.
- xvi. Maintaining all Registers Properly.
- xvii. During Doctors rounds taking the charts and other details and Implementing the Doctors Instructions.
- xviii. Separating the Medicines and keeping it in the Tray for 3 times. (Expiry date to be checked properly)
- xix. Diabetic Urine Chart to be maintained.
- xx. Writing the prescription & procedures in the ERNE IP book.
- xxi. Assisting the procedures done by the Doctors. (Aspiration & Tapping etc.).
- xxii. Restricting the visitors from the ward during non-visiting hours.
- xxiii. Transfer IN & Transfer OUT of patients to be done carefully.
- xxiv. Discharge patients are to be sent after Health education & Doctors instruction.
- xxv. Drawing of blood for lab investigations as advised by doctor and sending to lab.



2. Dressers Services

The scope of work in BHEL Main Hospital, OHS, and the peripheral Dispensaries are given below:

1. Cleaning of Bed and Bed making in the absence of Medical attending
2. Attending to the personal Hygiene of patient such as Sponge bath, Combing of Hair, nail cutting, back attention & mouth attention etc.
3. Getting medicines from Dispensary / Stores and helping the staff nurse to give medicines to the patients.
4. Washing of Syringe trays, steriliser and other equipment in wards where there are no medical attendant and helping the nurses in sterilising the articles.
5. Assisting the Nurses during Doctors rounds and carrying out the nursing procedures like IV drip, Ice Cap, Cold Sponging and other procedures.
6. Transporting patients in wheel chairs, Stretchers to Specialist departments, bringing washed linen from Dhoby and arranging the same in cupboards.
Giving Enema and other procedures with the guidance of the Staff nurse.
7. Case preparation for surgery.
8. Dressing of wounds related to accidents, bedsores and post operative cases.
9. Catheterisation for male & female patients and condom changing.
10. Ryles tube aspiration and insertion for feeding.
11. Temperature measuring & recording.
12. Diabetic readings recording & charting.
13. Suction from throat in case of seriously ill patients.
14. Receiving baby both in normal and LSCS deliveries.
15. Stomach wash with salt water in case of poisoning.
16. Oxygen cylinder withdrawal from stores and fixing. Operation of Medical oxygen manifold system.
17. Intimating the Lab. regarding taking of specimen and getting reports from there.
18. Getting X-rays and Lab Report.
19. Helping the sanitary worker when cleaning bed ridden patient.
20. The Staff are to be posted in round the Clock shifts . They will be used in OP during OP timings also.
21. Baby baths to be given under guidance of staff nurse.
22. Duty Timings : Duty is operated in three shifts.

I Shift	:	06.00 hrs to 14.00 hrs.
II Shift	:	14.00 hrs to 22.00 hrs.
III Shift	:	22.00 hrs to 06.00 hrs.
General Shift	:	08.00 hrs to 16.30 hrs.

3. Radiography Services

The scope of work in BHEL Main Hospital, OHS, and the peripheral Dispensaries are given below:

Shift Timing:

The work should be attended around the clock. The Shift timings are given below:

I Shift	:	06.00 hrs to 14.00 hrs.
II Shift	:	14.00 hrs to 22.00 hrs.
III Shift	:	22.00 hrs to 06.00 hrs.
General Shift	:	08.00 hrs to 16.30 hrs.
General Shift	:	08.00 hrs to 12.30 hrs. & 03.00 to 06.00 hrs

1. X-rays using both conventional & digital machines , Development of films
2. Maintenance of records
3. Computerisation of data
4. Assisting Radiologist in x-ray & scanning report Attending to call duties
5. Any other work related as assigned



4. Pharmacy Services

The scope of work in BHEL Main Hospital, OHS, and the peripheral Dispensaries are given below:

Shift:

I Shift	:	06.00 hrs to 14.00 hrs.
II Shift	:	14.00 hrs to 22.00 hrs.
III Shift	:	22.00 hrs to 06.00 hrs.
General Shift	:	08.00 hrs to 16.30 hrs.
General Shift	:	08.00 hrs to 12.30 hrs. & 03.00 to 06.00 hrs

1. Pharmacists should have undergone training at Government Hospitals with 750 hours training in dispensing medicines.
2. They should maintain individual accounting on line after dispensing medicines, to raise indents and get medicines from sub stores and to maintain receipt and issue statement every month.
3. To dispense medicines correctly against prescription.
4. The dispensed prescription have to be entered into the system daily.
5. Any other work assigned by the Pharmacy in charge.
6. While dispensing medicines, timings and dosage to be explained to patient.

5. ECG & Critical care Services

The scope of work in BHEL Main Hospital, OHS, and the peripheral Dispensaries are given below: Technicians have to attend work in all shifts.

- a. 06.00 AM to 02.00 PM
- b. 02.00 PM to 10.00 PM.
- c. 10.00 PM to 06.00 AM.
- d. General Shift : 08.00 hrs to 16.30 hrs.
- e. General Shift : 08.00 hrs to 12.30 hrs. & 03.00 to 06.00 hrs

1. ECG Technicians will have to carry out the works related to ECG report generation, information to doctor and maintenance of records / registers, withdrawal of material required
2. Critical care Technicians will have to carry out the works related to AMC / ICCU, resuscitation,
3. information to doctor and maintenance of records / registers, handing over taking over records etc.,
4. Technicians has to comply any other works related to ECG & Critical care as assigned to them then and there.
5. Any other related work required

6. Cooking Services

The scope of work in BHEL Main Hospital, is given below: Cooks have to attend work in two shifts.

- a. 06.00 AM to 02.00 PM
- b. 02. PM to 10.00 PM

1. Cooks have to carry out the works related kitchen like, cooking, vegetable cleaning & cutting, provisions cleaning & maintenance of stores, making of breakfast, lunch, dinner as per the guidelines given by dietitian. Supply of tea & coffee at stipulated times.
2. They have to maintain records of receipt & delivery of provisions, milk, bread, gas etc.
3. Supervision of Works related to maintenance of Kitchen.,
4. Any other related work required



7. Welfare services

The scope of work in BHEL Main Hospital is given below: Technicians have to attend work in all shifts. a. 06.00 AM to 02.00 PM

b. 02.00 PM to 10.00 PM.

c. 10.00 PM to 6.00APM

- i. Staff has to maintain the welfare wing by maintain doctors duty roster, answering calls from patients regarding the services of doctors, ambulance & mortuary
- ii. They have to maintain records of duty roster, ambulance & mortuary
- iii. Hospital Registration counters. Should be able to work on computer systems.
- iv. Any other related work required

8. Medical Attendants

The work should be attended around the clock. The Shift timings are given below:

I Shift : 06.00 hrs to 14.00 hrs.

II Shift : 14.00 hrs to 22.00 hrs.

III Shift : 22.00 hrs to 06.00 hrs.

General Shift : 08.00 hrs to 16.30 hrs.

- v. Bed making and receiving of new cases
- vi. Checking Temperature, & blood sugar by Glucometer
- vii. Helping Nurses while giving treatment like IV Fluids and medication
- viii. Helping Nurses during rounds by Doctors in all shifts
- ix. Taking blood samples daily morning & for emergency case in all shifts
- x. In very sick patients, helping them by wheel chair to toilets specially in AMC, FGW, MMW, MSW
- xi. Taking ECG in emergency, doing dressing in OP, MMW, MSW, Special rooms
- xii. Taking patients on wheelchairs to X-Ray dept. scanning dept. & other dept. & where ever references are there
- xiii. Preparation of patients pre-operative
- xiv. Shifting of patients to OT, from OT to post op ward, Maty ward, and concerned wards.
- xv. Shifting of patients one ward to another
- xvi. Feeding the patients by rules tube in seriously ill patients in AMC, FGW, MMW
- xvii. Washing & Packing of dressing trays & instruments & taking them for sterilization to CSSD & brining back to respective wards.
- xviii. Packing of dead body and shifting to mortuary
- xix. Carbonization of wards & helping sisters in diet distribution
- xx. Assisting doctors in OPD, while examining streamline the entry of patients
- xxi. Assisting in fast transport of emergency cases from OP to IP
- xxii. Shifting of expired medicines from central and dispensing pharmacy for empty condemnation & final disposal
- xxiii. Collection of cardboard boxes from pharmacy for disposal.
- xxiv. Sponging of seriously ill patient, Post-operative cases and delivered cases and helping patient in changing of clothes.

Indicative number of Manpower to be deployed

Sl. No	Description of Services	Category	Indicative Number of Personnel per Month	Gender
1.	Nursing Services	SW	8	5 Female & 3 Male
2.	Dressers	SSW	20	8 Female & 12 Male
3	Cooks	SW	1	1 Male only
4	Pharmacists	SW	3	No Specific gender
5	OT Technicians	SW	3	1 Female & 2 Male
6	Radiography Services	SW	1	1 Female / Male
7	ECG & Critical care	SW	3	2 Female & 1 Male
8	Welfare	SSW	1	1 Male
9	Medical Attendants	SSW	20	10 Female & 10 Male
10	TOTAL		60	

The Contractor shall maintain Professionally Qualified/Trained competent Personnel on the job to ensure smooth delivery of the services as set forth in the Scope of Work and services. Minimum qualification for the personnel engaged against each item of services outsourced are as follows:

Designation	Qlfn.	Exp (Yr)	Job description
Nursing Assistant	B Sc (Nursing) / GNMW	1/ 3	Total patient care i.e injection to catheter insertion.
Pharmacist	B Pharmacy	3	Issue of medicines, entry of data, maintain data in computer on day to day basis
OT Technician	Diploma in OT tech	3	To assist surgeons
X-ray Technician	Radiographic asst. certificate	3	To work in X-ray & assist radiologist
ECG Technician	Diploma in ECG	3	Generating ECG reports
Dresser	ANMW	3	To work in Minor OT and wards for works like dressing, cleaning wounds and other works as per scope
Welfare	Graduate		To work in Welfare section/ registration counter
Cook	Dip. In catering / Equivalent qualification	1	To handle entire kitchen activities including cooking
Medical Attendants	MPHW	1	Assisting Nurses/ Doctors/ Technicians in Total patient care.

Special Note: Nurses shall be compulsorily trained / experienced in areas like Operation Theater, Endoscopy, CSSD, Critical Care, Dialysis, Chemo Therapy, etc.

1. Contractor shall ensure that the employees deployed in the premises of BHEL are physically and mentally fit and do not have any criminal records. Such employees should possess requisite skill, proficiency, experience etc. to carry out the work
2. Contractor shall maintain appropriate records of his employees deployed to carry out the job (s).
3. Contractor shall provide employment card / identity card with photograph duly verified and attested by the Contractor to his employees deployed to execute the work. Contractor shall also indicate the name of the proprietary / partnership firm / Company, place of work, contact number and duration of validity of the card etc. in such identity card
4. Contractor will ensure that the job is executed through his employees on his rolls only and under no circumstances the contractor will deploy any casual employees to carry out the job; nor shall sub-contract the job without prior written permission from BHEL
5. Contractor will keep watch on his employees and he will be liable for any pilferage / loss to BHEL due to acts of omission and commission by his employees. Similarly, liability for any compensation to outsiders & his employees on account of any act of omission and commission by the employees deployed by the contractor shall lie exclusively with contractor.
6. The contractor has to provide a distinct uniform different from BHEL employees. The uniform should have logo of the contractors firm / company. The uniform shall be in neat, tidy and wearable condition.
7. The contractor has to deploy TWO experienced & qualified supervisors to monitor the paramedical, nursing & other supporting staff. The Supervisor shall be a graduate.
8. In the event of termination of contract for any reason whatsoever, the contractor shall withdraw all his employees and his equipment, if any; from the establishment of BHEL
9. The age of the contract workers deployed should be above 18 and below 60 years
10. Contract Executing Officer shall give overall instruction to the contractor or his authorized representative for the jobs to be carried out. BHEL will have nothing to do or be concerned with the employment of employees working for the contractor. The relationship between BHEL and the contractor will be that of independent entities and nothing herein contained will amount to joint venture, partnership or on employer-employee relationship. Supervision of work shall be done by the contractor / his authorized Supervisor exclusive for this work only
11. In case the contractor does not carry out the contractual / statutory obligations or the services rendered by him are found to be unsatisfactory, BHEL shall bring the same to his notice and he will be obliged to discharge the obligations and rectify the deficiency / anomaly within three days' time failing which, BHEL reserves the right to terminate the contract without assigning any reason what so ever. In such an event, no damages will be payable for short closure of the contract and the contractor shall be liable to BHEL for any loss or hardships it may suffer, such termination shall be for the contractor's default and any money including deposits or bills available with BHEL will be forfeited and any further claim on the contractor may be made by BHEL for recovery of any loss.

12. **In addition to the above, the following penalties (as shown at Clause 3.7. IV, of technical bid) will be imposed on violation of terms and conditions of agreement as per the list given below:**

SI No.	Description of irregularity	Penalty
1	If the required workers are less than the stipulated	Rs. 200/ per day per worker
2	Staff without Uniform / without I card	Rs. 100/- per worker per day
3	Misbehaviour of the staff with BHEL employee or patient / patient relatives / visitors	Rs. 500/- per incident
4	Negligence of work or irresponsible	Rs. 500/- per incident