

Request for Proposal
for
Outsourcing of Lab Services
in
Delhi Government Health Facilities
For
Cluster A (SOUTH Cluster) –South,
Southwest, Southeast & Central Revenue
Districts,
Cluster B (NORTH Cluster) – North,
Northwest, West & New Delhi Revenue
Districts
&
Cluster C (Trans-Yamuna Cluster) –
Shahdara, East & North East Revenue
Districts

PROJECT DIRECTOR & MEDICAL SUPERINTENDENT
LAL BAHADUR SHASTRI HOSPITAL
HEALTH & FAMILY WELFARE DEPARTMENT
GOVT. OF NCT OF DELHI
KHICHRIPUR, DELHI-91
E-MAIL ID: MSLBS@YMAIL.COM
PHONE NO. 011-22774145

BID DOCUMENT CONTAINS FOLLOWING PARTS

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KHICHRIPUR, DELHI-91
E-MAIL ID: MSLBS@YMAIL.COM
PHONE NO. 011-22774145**

**NOTICE INVITING
REQUEST FOR PROPOSAL (RFP)
FOR OUTSOURCING OF LAB. SERVICES IN
DELHI GOVERNMENT HEALTH FACILITIES**

Department of Health and Family Welfare, GNCTD, (The Authority), invites Request for Proposal from reputed agencies for providing Laboratory Services in Delhi Government health facilities viz. Cluster A (SOUTH Cluster) –South, Southwest, Southeast & Central Revenue Districts, Cluster B (NORTH Cluster) – North, Northwest, West & New Delhi Revenue Districts and Cluster C (Trans-Yamuna Cluster) – Shahdara, East & North East Revenue Districts, as per details in this RFP, for a period of two years based on satisfactory performance at the completion of each year and further extendable for another two years on annual basis on mutual agreement and based on satisfactory performance. The term “Authority” includes its authorized representative(s) for the purpose of this RFP /Project.

The Bid documents along with terms and conditions etc. are available on the website <https://govtprocurement.delhi.gov.in> and can be downloaded therefrom. For registration and for e-procurement training and for any other assistance and clarifications with respect to training and submission of online tenders, bidder may contact NIC help-desk, Address; 6th Level, C Wing, Vikas Bhawan-II, Metcalfe House, Upper Bela Road, Delhi, India. Contact telephone no. 011-23813523 (Monday-Friday 9.30 AM to 6.00 PM).

SCHEDULE OF EVENTS OF RFP

Tender Enquiry No. CD No. 000681194 (F-11(25)/LBSH/OUTSOURCING/LAB SERV/2022	
Date of release of RFP through e-procurement website	08.03.2022
Date of pre-bid meeting	15.03.2022 at 11.00 am
Start date of bid submission	29.03.2022 at 2.00 pm
Last date/time for submission of Bid	05.04.2022 at 2.00 pm
Last date/time for submission of EMD	05.04.2022 at 2.00 pm
Date / Time of opening of Prequalification cum Technical Bids (Cover A)	05.04.2022 at 3.00 pm
Date / Time of opening of Financial Bids (Cover B)	To be intimated later

The above dates, if necessitated, may be changed and any notification for the changed dates will be available on the above said website and e-procurement portal and the bidders, therefore, are advised to follow up with the e-procurement portal website about the revised schedule.

Proposal/Bids are to be submitted online on website <https://govtprocurement.delhi.gov.in> as per RFP document. The Bidders may download a complete set of the Bid Documents from the website and submit its tender by using the downloaded documents. The Bid will be rejected if the bidder changes any clause or annexure of the Bid document downloaded from the Website.

In case, the day of bid opening happens to be a holiday, the Bids will be opened on the next working day at the same time

The bidders should visit the e-procurement website for any addendum and corrigendum issued thereof before submission of the bids.

(Dr Sanjay Agrawal)
Project Director & Medical Superintendent
Lal Bahadur Shastri Hospital
Government of NCT of Delhi
Khichripur, Delhi-91

**LAL BAHADUR SHASTRI HOSPITAL
HEALTH & FAMILY WELFARE DEPARTMENT
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**REQUEST FOR PROPOSAL (RFP) FOR OUTSOURCING OF LAB
SERVICES IN DELHI GOVERNMENT HEALTH FACILITIES**

Department of Health and Family Welfare, GNCTD, (the Authority) invites, Request for Proposal from reputed agencies for providing Laboratory Services in Delhi Government health facilities viz. Cluster A (SOUTH Cluster) -South, Southwest, Southeast & Central Revenue Districts, Cluster B (NORTH Cluster) - North, Northwest, West & New Delhi Revenue Districts and Cluster C (Trans-Yamuna Cluster) - Shahdara, East & North East Revenue Districts,(as listed in **SCHEDULE 3A**) for a period of two years based on satisfactory performance at the completion of one year (and further extendable for another two years on annual basis on mutual agreement and based on satisfactory performance).

The Bid documents along with terms and conditions etc. are available on the website <https://govtprocurement.delhi.gov.in> and can be downloaded therefrom. For registration and for e-procurement training and for any other assistance and clarifications with respect to training and submission of online bids, bidder may contact NIC help-desk, Address; 6th Level, C Wing, Vikas Bhawan-II, Metcalfe House, Upper Bela Road, Delhi, India. Contact telephone no. 011-23813523 (Monday-Friday 9.30 AM to 6.00 PM).

CONTACT DETAILS AND SCHEDULE OF EVENTS OF RFP

(a)	Designation of the RFP Issuing Officer of the Department: Project Director/ Medical Superintendent
(b)	Official address of the RFP Issuing Officer: Lal Bahadur Shastri Hospital, Khichripur, Delhi-91
(c)	Last date and time for receipt of online Bid:- Refer to Schedule of events of Notice Inviting RFP
(d)	Place, Time and Date of Pre-bid meeting Venue:- Conference room; 1 st floor, Administration block, Lal Bahadur Shastri Hospital, Khichripur, Delhi-91 Date/Time: Refer to Schedule of events of Notice Inviting RFP
(e)	EMD / Bid Security submission date & time- Venue:- Medical Superintendent Office, Lal Bahadur Shastri Hospital, Khichripur, Delhi-91 Date/Time: Refer to Schedule of events of Notice Inviting RFP
(f)	Place, Time & Date of Opening of Pre Qualification cum Technical Bid Venue:- Conference room; 1 st floor, Administration block, Lal Bahadur Shastri Hospital, Khichripur, Delhi-91 Date/Time: Refer to Schedule of events of Notice Inviting RFP
(h)	Place, Time and date of opening of financial bid To be notified later
(i)	Details of the contact person for any clarification: Dr Sanjay Agrawal, Project Director & Medical Superintendent, LBS Hospital E-mail ID: mslbs@ymail.com Phone No. 011-22774145

(j)	Date till which the Bid should be valid: 180 days from the last date of bid submission.
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The above dates, if necessitated, may be changed and any notification for the changed dates will be available on the above said website and the bidders, therefore, are advised to follow up regularly with the website about the revised schedule.

Proposal/Bids are to be submitted online on website <https://govtprocurement.delhi.gov.in> as per RFP document. The Bidders may download a complete set of the Bidding Documents from the website and submit its bid by using the downloaded documents. The bids will be rejected if the bidder changes any clause or annexure of the Bid document downloaded from the Website

In case, the day of bid opening happens to be a holiday, the Bids will be opened on the next working day at the same time

CORRESPONDENCE DETAILS

The following officer may be contacted on given telephone number during office hours (12 Noon to 1 PM) or through e-mail for any clarification or query regarding the RFP (Query, if any, should be submitted physically or e-mailed in the format provided below upto one day prior to pre-bid meeting. Any query after pre-bid meeting shall not be entertained).

Format of sending Query (Physical or email)

S.No.	Clause No.or reference in RFP Document	Details as in Existing Clause in RFP	Suggestion/Suggested clause	Remark if any

Dr Sanjay Agrawal
Project Director & Medical Superintendent, LBS Hospital
E-mail ID: mslbs@ymail.com
Phone No. 011-22774145

DISCLAIMER

1. The Department of H&FW for GNCT of Delhi, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Request for Proposal (“RFP” or “**BID DOCUMENT**”) or otherwise, including the accuracy, adequacy, correctness, completeness, or reliability of the BID DOCUMENT and any assessment, assumption, statement or information contained therein or deemed to form part of this BID DOCUMENT or arising in any way for participation in this tender process.
2. The information contained in this Request for Proposal document is provided to the Bidders, by the Department of H&FW hereinafter referred to as “Authority”, on terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
3. The purpose of this RFP document is to provide the Bidder (s) with information / data to assist in the formulation of Proposals/Bids. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for Authority to consider the business/ investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should assure itself regarding the accuracy and completeness of the information in this RFP document for its own purpose, where deemed necessary obtain clarification from appropriate sources.
4. The Authority, makes no representation, or warranty, and shall incur no liability under any law, statutes, rules or regulations as to the accuracy or completeness of the RFP document.
5. The Authority, reserves the absolute right to cancel or amend, in part or in full, any part of the RFP document.
6. The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the outsourced laboratory services and the Authority reserves the right to reject all or any of the Bidders or Bids at any point of time without assigning any reason whatsoever.
7. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Bid.
8. Any subsequent notice regarding this tender shall be uploaded on the website only. Bidders are advised to check website regularly at their convenience.
9. The Bidder and its human resources shall be working in an Environment which is not always guaranteed to be Non Hazardous. The scope of work may carry risk of infection and contamination of various kinds, including but not limited to, contagious diseases and other contact based and fluid based diseases. The bidder will be solely responsible for taking appropriate steps to ensure occupational safety and security of the staff employed by the bidder from all such occupational hazards. The bidder shall further bear all the risks and costs towards any untoward incident on account of such hazards and shall further indemnify and hold the authority and its officers and employees harmless and not liable towards such untoward incident or any of its consequences.

1. ELIGIBILITY CRITERIA FOR THE BIDDER

1.1 Eligibility Criteria-

The bidder must possess the minimum specified PQB; technical and financial capacities for providing the services necessary to meet the requirements as described in the RFP. Invitation to this RFP is open to all bidders who satisfy the eligibility criteria including PQB; financial and technical capacity as given below:

S.No.	Stages of Bid	Particulars	Minimum requirements	Documents required
1.1.1	PQB	Legal entity	The Bidder shall be a recognized business entity and may be a sole proprietor/partnership firm/company or Society or Trust with registration under relevant law of the land. In support of this, the bidder's application shall be submitted as per Performa in Annexure 1. Consortium or Joint Venture for the purpose of qualification of this tender is not permitted.	As applicable, scanned copy to be uploaded in Cover A 1. Registration certificate for Shop establishment 2. Deed for partnership firm 3. Registration certificate for Society/ Trust 4. Certificate of Incorporation 5. Deed of Amendments in case where amendments have been made
1.1.2	PQB	EMD	Bid Security	As per Annexure 3
1.1.3	PQB	Blacklisting/ Bankruptcy etc.	The bidder should not be debarred / blacklisted by Central Government / any State Government / PSU. The bidder should not be bankrupt or filed for bankruptcy.	The bidder shall upload an affidavit on stamp paper of Rs. 100/- in Annexure 9
1.1.4	PQB	Essential registrations	The bidder shall have the following Registrations 1. GST Registration 2. PAN Number 3. Biomedical waste (BMW) Authorization	Scanned copy of - 1. GST Registration 2. PAN Number 3. Biomedical waste (BMW) Authorization to be uploaded in Cover A
1.1.5	Financial Capacity	Bidder turnover	The bidder must have a minimum annual turnover of Rs.50,00,00,000/- (Rs. Fifty Crore) in each year (From medical lab. services as envisaged in this tender excluding test for covid (RTPCR TruNAT, CBNAT RAT) during the three complete financial years (Financial Year 2018-19, 2019-20 and 2020-21 for qualifying in the Bidding process as per Annexure 2 C	Certificate from the Statutory Auditor in Annexure 2C. Certified copies of audited financial statements may be submitted in physical form or provided whenever asked for.

1.1.6	Technical Capacity	Nature & Experience of work	a. The Bidder shall have at least one referral and two satellite labs (owned or controlled) in Delhi or in adjoining cities of NCR sharing border with Delhi and three years experience from bid due date of RFP, in providing similar laboratory services as certified by Statutory Auditor as per performa in Annexure 2F.	As per Annexure 2F
			b. The Bidder should have conducted and reported minimum of 100,00,000 (one crore) tests as per Schedule 4A and 4B in last financial year (2020-21) excluding test for covid (RT-PCR, TruNAT, CBNAT, RAT) in its self owned laboratory (referral and satellite combined) in NCR.	Certificate from statutory auditor as per Annexure 2A (technical capacity of bidder)
			c. The Bidder shall have minimum of 254 test out of 282 tests under the scope of NABL/CAP as per Schedule 4A as on date of publishing this tender. Also minimum number of tests under each category which should be under the scope of NABL/CAP accreditation as below- 1. Blood bank (7/8) 2. Biochemistry (148/161) 3. Clinical Pathology (8/9) 4. Cytology (5/7) 5. Cytogenetics (1/2) 6. Haematology (37/41) 7. Microbiology (41/45) 8. Histopathology (7/9) Total 254/282	Certificate from statutory auditor as per Annexure 2B (technical capacity of bidder)

2. GENERAL TERMS AND CONDITION

- 2.1 The bid will be valid for 180 days after last date of submission of bid.
- 2.2 Bidder shall acknowledge the LoI in writing as per proforma given in **Annexure 10**, within seven days and an agreement will be signed between the successful bidder and the Authority within 15 days after issue of letter of intent(LOI).
- 2.3 Service provider shall commence the proposed services within 15 days of signing the agreement.
- 2.4 Subcontracting or subletting of the contract will not be permitted under any condition.
- 2.5 Conditional bids shall not be considered and will be out-rightly rejected at the very first instance.
- 2.6 The Successful Bidder will be bound legally by the details furnished by him/ her, while submitting the RFP or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of contract making the successful bidder liable for legal actions and termination.
- 2.7 Use of the allocated space by the service provider for any other purpose other than the approved scheme shall not be permitted.
- 2.8 The Service provider shall not sell or transfer any proprietary right or entrust to any other third party for running the proposed services, during the entire duration of agreement.
- 2.9 The fully furnished site for sample collection including storage of sample (Fridge) will be provided by the health facility. The Bidder should visit the Delhi Government Health Facilities to assess the site for feasibility. If the bidder has any suggestion they should inform during the pre bid interaction in writing. Later on any such complain of non feasibility will not be considered.
- 2.10 The tender inviting Authority shall not be liable for any expenditure incurred in such inspection or the preparation of the bids.
- 2.11 **CONFLICT OF INTEREST:** A Bidder shall not have conflict of interest. All Bidders found to have conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:
 - (a) they have a controlling partner in common; or
 - (b) any of the proprietor/partner/director of a bidding firm as the case may be is also a proprietor/partner/director in another bidding firm
 - (c) they receive or have received any direct or indirect subsidy from any of them; or
 - (d) they have the same legal representative for purposes of this bid; or
 - (e) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder or
 - (f) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. or
 - (g) a Bidder or any of its affiliates participated as a consultant in the preparation of the contract that is the subject of the Bid.
- 2.12 The Authority shall have all the rights to reject the proposal without assigning any reason.
- 2.13 For all intents and purposes, the Service Provider shall be the “Employer” of the personnel deployed. Under no circumstances, can any human resource deployed by the service provider can claim to be an employee of the government or can claim regularization or absorption into a department of Government or Government undertaking in Delhi Government or any part of India. No such human resource deployed by the service provider shall have any right towards regularization or absorption into any Government department or Government undertaking. The Service Provider shall specify this provision in all service agreements, engaged with the human resource, in respect of the work orders.
- 2.14 The successful bidder/ Service Provider will be responsible for compliance of all statutory provisions relating to minimum wages, Employee provident fund and Employee state insurance (If applicable) and other labour laws and regulations, in respect of the persons deployed.
- 2.15 The bidder/ Service Provider shall comply with all the provisions of Minimum Wages Act and other applicable labour laws. The bidder/ Service Provider shall also comply with all other statutory provision including but not limited to provisions regarding medical education and

eligibility criteria of human resources used by the bidder/ Service Provider for providing the services, biomedical waste management, bio-safety, occupational and environmental safety.

2.16 The successful bidder/ Service Provider shall be liable for depositing all taxes, levies and Cess (apart from TDS) etc. on account of service rendered to concerned tax collection authorities from time to time as per extent rules and regulations on the matter. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of Income Tax, as amended, from time to time.

2.17 The Service provider shall maintain confidentiality of medical records and shall make adequate arrangement for cyber security.

2.18 The successful bidder/ Service Provider shall be liable for complying and adhering to all statutory rules and act of the land.

2.19 FRAUD AND CORRUPT PRACTICES

2.19.1 The Bidders and their respective officers, employees, agents and advisers shall observe the Highest standard of ethics during the Bidding Process and subsequent to the issue of the LOA and during the subsistence of the Agreement. Notwithstanding anything to the contrary contained herein, or in the LOA or the Agreement, the Authority may reject a Bid, withdraw the LOA, or terminate the Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder, as the case may be, if it determines that the Bidder, as the case may be has directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice undesirable practice or restrictive practice in the Bidding Process. In such an event, the Authority shall be entitled to forfeit and appropriate the Bid Security or Performance Security, as the case may be as Damages, without prejudice to any other right or remedy that may be available to the Authority under the Bidding Documents and/ or the Agreement, or otherwise

2.19.2 Without prejudice to the rights of the Authority under Clause 2.19.1 herein above and the rights and remedies which the Authority may have under the LOA or the Agreement, or otherwise if a Bidder, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the LOA or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the Authority during a period of 3 (three) years from the date such Bidder, as the case may be, is found by the Authority to have any directly or indirectly or through an agent, engaged or indulged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be

2.19.3 For the purposes of this Clause 2.19, the following terms shall have the meaning hereinafter respectively assigned to them:

(a) **“Corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save and except as permitted under the Clause 2A of this RFP, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, Financial or Technical adviser of the Authority in relation to any matter concerning the Project; **“fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process

(a) **“Coercive practice”** means impairing or harming, or threatening to impair or harm, **directly or indirectly**, any person or property to influence any person’s participation or action in the Bidding Process;

- (b)“**Undesirable Practice**” means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and “**Restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process

2A. SPECIFIC TERMS & CONDITIONS

- 2A.1 The bidder should prepare and submit its offer as per instructions given in this RFP.
- 2A.2 The bids shall be complete with all documents. Those submitted by email, telegram or fax shall not be considered.
- 2A.3 Ambiguous bids shall be outrightly rejected.
- 2A.4 Any conditional bid shall not be accepted.
- 2A.5 For the purpose of this RFP for providing laboratory services at Delhi Government Health facilities namely hospitals, dispensaries, polyclinics Aam aadmi mohalla clinics. The facilities are clubbed into three Clusters viz.:
- Cluster A (SOUTH Cluster) -South, Southwest, Southeast & Central Revenue Districts
 - Cluster B (NORTH Cluster) - North, Northwest, West & New Delhi Revenue Districts
 - Cluster C (TRANS-YAMUNA Cluster) - Shahdara, East & North East Revenue Districts
- List and details of Clusters are given in Schedule 3A
- 2A.6 The Bidder can submit the bid for any one, any two or all the three Clusters.
- 2A.7 The bid evaluation will be done through two stage system namely (i) shortlisting of eligible bidders as per Pre-Qualification cum Technical and Financial capacity eligibility criteria. (ii) The shortlisted bidders then will be evaluated for selection under QCBS System as per details in Clause 12.4 of RFP.
- 2A.8 The successful bidders/ service provider shall commission the services as per scope of work in the facility within 15 days of the signing of the Agreement, until unless given extension in writing by Authority for any health facility.
- 2A.9 The Authority shall not be responsible for any loss/ damage to the machine/property due to any cause and the service provider shall have to take adequate insurance cover at his own risk & liability for all damages arising out due to any unprecedented reasons.
- 2A.10 All the Legal responsibility of reporting of tests lies with the service provider.

2B. CLARIFICATIONS (INCLUDING ADDITIONAL INFORMATION REQUIREMENT)

- 2B.1 To facilitate transparent, fair and unbiased evaluation and further to clarify / verify the claims / submissions made by the Applicants, the Authority may, at its sole discretion, seek clarifications / supplemental information / documents (historical documents existing in firms’ record / public domain before application due date) from any Applicant regarding its Application. Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
- 2B.2 If an Applicant does not provide clarifications sought under Clause 2B.1 above within the prescribed time, its Application will be liable to be rejected. In case the Application is not rejected, the Authority may proceed to evaluate the Application by construing the particulars requiring clarification to the best of its understanding, and the Applicant shall be barred from subsequently questioning such interpretation of the Authority

3. EARNEST MONEY DEPOSIT (EMD)/ BID SECURITY (ANNEXURE 3)

- 3.1 Bidder must deposit EMD amount of Rs. 1 Crore to the RFP Inviting Authority (in favor of Medical Superintendent, Lal Bahadur Shastri Hospital, Khichripur, Delhi) in the form of DD (DD will be encashed immediately. Bidder will have to provide bank details for return of EMD Amount as in Annexure I)/FDR/Bank Guarantee within stipulated time.

- 3.2 It may be noted that no one is exempt from deposit of EMD. Tenders submitted without EMD shall be rejected
- 3.3 The Bidder can submit the bid for any one, any two or all three Clusters, but EMD to be submitted would be same as mentioned in Clause 3.1 above.
- 3.4 The EMD shall be forfeited in the following cases:-
- (a) If the Bidder withdraws the Proposal during the intervening period of the Proposal due date and expiration of the Proposal Validity period.
 - (b) If the Successful Bidder fails to provide the Performance Security within the stipulated time or any extension thereof provided by the Contracting Authority.
 - (c) If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect;
 - (d) If the successful bidder fails to sign the contract or agreement within 15 days after issuance of LOI, fails to commence the services within 15 days (or within extended period) of signing the agreement.

4. PERFORMANCE SECURITY

- 4.1 The successful Bidder shall be required to furnish Performance Security of any Scheduled Commercial bank in the form of Bank Guarantee as per format in Annexure 11
- 4.2 This performance security shall be equal to Rs. 75 Lakh for each cluster for the first year, at the time of signing of contract. This performance security shall be valid till the end of the first year of contract.
- 4.3 For the subsequent years the performance security shall be renewed and the Performance security shall be 5% of the total bill value of the preceding year, which shall be valid till two months after the end of contract period.

5. PERIOD OF AGREEMENT (VALIDITY PERIOD)-

- 5.1 The date on which all conditions precedent are satisfied or waived, as the case may be, shall be considered as the date of Agreement. The Agreement shall remain valid for a period of two years based on satisfactory performance at the completion of one year (extendable for another two years on annual basis on mutual agreement and based on satisfactory performance at same terms & conditions).
- 5.2 The prices of the tests as per schedule 4A and schedule 4B after adjusting for discount shall remain valid for the duration of the contract with 3% annual escalation from the end of 2nd year.
- 5.3 The commencement date for the Outsourced Laboratory services in Delhi Government health facilities (sample collection, test and reporting) services shall be within 15 days from the date of Agreement or within extended period if any. If Service Provider fails to start the work within this stipulated time, as mentioned above, he shall be penalized @ Rs.1000 per day per unit, which shall be deducted from performance security/ due bills at the time of payment.

6. PRE-BID MEETING-

- 6.1 The pre bid meeting shall be organized on scheduled date, time and place as mentioned in the Bid information sheet as per Schedule of events of RFP.
- 6.2 All related queries and suggestion must be submitted in writing as per correspondence details on company's letter head, duly signed by the authorized person.
- 6.3 During the course of Pre-Bid interaction, the Bidders will be free to seek clarifications and make suggestions for consideration of the Authority in writing.
- 6.4 The Authority shall endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process

7. PREPARATION & SUBMISSION OF BID-

7.1.1 **Language-** The Application and all related correspondence and documents in relation to the Bidding Process shall be in English language. All signatures must be in indelible blue ink.

7.2 FORMAT AND SIGNING OF APPLICATION-

7.2.1 The Bidder shall provide all the information sought under this RFP. The Authority, will evaluate only those applications that are received in the required formats and complete in all respects. Incomplete or conditional bids shall be liable for rejection.

7.2.2 The Bidder has to apply through online web portal (<https://govtprocurement.delhi.gov.in>). The Bidder should have valid user id and password along with digital signature for participating in online tender process.

7.2.3 Online Application process consist of 2 Bid / Stage system - Cover-A (Pre-Qualification cum Technical cum Financial Capacity) and Cover- B (Financial Bid)

7.2.4 The Bidder shall upload all the required documents of Pre-Qualification cum Technical cum Financial Capacity in Cover A as per Clause 9 in the RFP.

7.2.5 The bidder shall also submit physical/original copy of required documents uploaded online in the tender box kept before the bid due date and time for facilitating the evaluation.

7.2.6 Physical documents in the tender box without online Bids will be rejected.

7.2.7 The supporting documents shall be signed by the authorized signatory of the Bidder, in indelible blue ink.

7.2.8 The bidder shall have to upload Financial Bid in cover B only.

8. BID DUE DATE-

8.1 Bid should be submitted online and physically in the tender box, by 2:00 PM on the Bid Due Date, provided in Bid Information Sheet in the manner and form as detailed in this RFP.

8.2 The Authority may at its sole discretion, extend the bid Due Date uniformly for all Bidders.

8.3 The bidders should visit the e-procurement website for any addendum and corrigendum issued thereof before submission of the bids.

9. DOCUMENTS COMPRISING THE BIDS

The bid prepared by the Bidder shall comprise of the following components:

Cover A: Pre-qualification including Technical capacity and Financial capacity

The bid shall be accompanied with the following self attested Documents marked as “Enclosures of the BID”, whose scanned copy along with the duly filled in format as per as per table below shall be uploaded on the website and originals physically in the tender box mandatorily.

S.NO.	DOCUMENTS REQUIRED	TITLE	REMARKS
1.	Annexure 1	Bidder Application Form (Bidder details)	Scanned to be uploaded and original to be submitted Physically in the Tender Box under Cover A
2.	Annexure 2A	Certificate from Statutory Auditor regarding the test load of the laboratory	-do-
3.	Annexure 2B	Certificate from statutory auditor regarding details of available laboratory tests under the scope of NABL/CAP in Delhi or NCR Labs as per Schedule 4A	-do-

4.	Annexure 2C	Certificate from Statutory auditor regarding annual turnover of the laboratory.	-do-
5.	Annexure 2D	Assignment of similar nature of work/services .	-do-
6.	Annexure 2E	Work performance certificate from Govt. Agency	-do-
7.	Annexure 2F	Certificate From Statutory Auditor Regarding Bidder Providing Clinical Laboratory Services Continuously During Last 3 Years.	-do-
8.	Annexure 2G	Certificate from statutory auditor regarding details of available laboratory tests under scope of nabl/cap labs in delhi and ncr owned or controlled by as per Schedule 4B	-do-
9.	Annexure 3	EMD/Bid Security (In original in tender box,)	-do-
10.	Annexure 4	Pre-Contract Integrity Pact	-do-
11.	Annexure 5	Power of Attorney for signing of Bid	-do-
12.	Annexure 7	Affidavit for Authorized Signatory of Bidder	-do-
13.	Annexure 8	Format for Project Undertaking	-do-
14.	Annexure 9	Undertaking regarding Criminal Liability	-do-
15.	Annexure 10	Format of Letter of Intent	-do-
16.	Annexure 11	Proforma of Performance Security	-do-
17.	Copy of Certificate of Incorporation/ registration/ deed	As applicable 1. Registration certificate for Shop establishment 2. Deed for partnership firm 3. Registration certificate for Society/ Trust 4. Certificate of Incorporation 5. Deed of Amendments in case where amendments have been made	-do-
18.	Copy of PAN Card	Pan Card of the bidding Firm/sole proprietor	-do-
19.	Copy of GST Registration	GST Certificate of the bidding Firm/sole proprietor	-do-
20.	Copy of Bio Medical Waste Authorization	Certificate/ Agreement of BMW	-do-
21.	Copy of Work Order/s	Relevant work orders of similar assignment as per Clause 1 clearly specifying the nature of work. (Optional if information in Annexure 2E uploaded/ submitted)	-do-

22.	Copy of agreement	Relevant agreement clearly specifying the nature of work as per Clause 1. (Optional if information in Annexure 2E uploaded/ submitted)	-do-
23.	Copy of Satisfactory Performance certificate from duly authorized person of Govt. agency in Format at Annexure 2E	Relevant Performance Certificate clearly specifying the nature of work, period etc. as per Clause 1.1.6 b. (To be mandatorily uploaded/ submitted)	-do-
24.	Copy of Certificate of empanelment	Certificate that Service provider is empaneled under DGHS/CGHS/ Autonomous bodies of Central/State/UT	-do-

Cover: B

Financial Bid – The Bidder should upload the financial Bid as **Cover B** as per Annexure 6, quoting percentage discount on monthly Bill at predetermined tariff in Schedule 4A and Schedule 4B.

01.	Annexure 6	Letter comprising the Financial Bid and Financial Bid in only in PDF format	Not to be submitted Physically
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10. EVALUATION PROCESS

- 10.1 The online Bids shall be opened on the Due Date, at the place specified in Bid information sheet and the Bidders may choose to attend the same.
- 10.2 Bids will be subsequently examined and evaluated by the committee constituted by the Authority.
- 10.3 Qualification of Bidders will be entirely at the discretion of the Authority. Bidders will be deemed to have understood and agreed that no explanation or justification on any aspect of the Bidding Process or selection will be given, except clarifications, corrigendum or addendum as issued.
- 10.4 Any information contained in the Application shall not in any way be construed as binding on the Authority, its agents, successors or assigns, but shall be binding against the Bidder if the Project is subsequently awarded to it on the basis of such information.
- 10.5 The Authority reserves the right, not to proceed with the Bidding Process at any point of time, without notice or liability and to reject any or all Bid(s) without assigning any reasons.
- 10.6 If any information furnished by the Bidder is found to be incomplete, or contained in formats other than those specified herein, the Authority may, in its sole discretion, the relevant information for the purpose of evaluation of whether the Bidder is meeting the eligibility requirement.
- 10.7 In the event that a Bidder claims credit for an eligible assignment, and such claim is determined by the Authority as incorrect or erroneous, the Authority shall reject such claim and exclude the same for the purpose of meeting the eligibility requirement. Where any information is found to be patently false or amounting to a material representation, the Authority reserves the right to reject the Bid and retain the EMD/Performance Security as the case may be.

11. BID OPENING

- 11.1 The online bid will be opened on due date and time by the committee constituted by Authority and the entire Bidding process shall be evaluated with reference to requirements/criteria given in RFP.

11.2 Pre-qualification cum Technical Bid:

11.2.1 The Bidder should upload the Bid document online and deposit physically in the tender box along with EMD and other documents as in **Cover A**.

11.2.2 The bidders who qualify the pre-qualification+Technical Capacity+Financial Capacity evaluation stage will be considered for further evaluation/selection as per QCBS system

11.3 Financial Bid:

11.3.1 The Bidder should upload the financial Bid as **Cover B** as per **Annexure 6**, quoting percentage discount on monthly Bill at predetermined tariff in Schedule 4A. This discount will also be applicable on non cghs tests in Schedule 4B.

11.3.2 The Financial Bid (for all three clusters) will be opened simultaneously for all those bidders who qualify the pre-qualification+Technical Capacity+Financial Capacity evaluation stage and QCBS Evaluation for them will be conducted.

11.3.3 The quotes i.e. Discount percentage on the indicated prices as per Schedule 4A & Schedule 4B (in percentage, rounded off to two decimal places) offered to the Authority, would be recorded for all three clusters separately in the order from highest to lowest along with the name of the bidder. The Bids will be evaluated under QCBS and bidder would be selected as per the process defined hereunder.

12. SELECTION PROCESS

12.1 The Authority has adopted an online bidding process. The bid can be downloaded from the website (<https://govtprocurement.delhi.gov.in>)

12.2 Online bidding shall involve, two-stage evaluation and selection process (collectively the "Selection Process") in evaluating the proposals comprising of pre-qualification+Technical Capacity+Financial Capacity (Cover A) and financial bids (Cover B).

12.3 In the first stage/step, a pre-qualification+Technical Capacity+Financial Capacity evaluation will be carried out, based on eligibility criteria of the RFP and a list of short-listed Bidders meeting eligibility criteria shall be prepared.

12.4 In the second stage/step, pre-qualified bidders will be techno-financially evaluated through QCBS system as detailed under:

- The Quality Cum Cost Based Selection (QCBS) score shall constitute the sole criteria for ranking and selection of bidder(s). The project will ordinarily be awarded to the bidder(s) with the highest Score (H-1) in QCBS, as per details of RFP.
- 30:70 ratios for QCBS will be followed (i.e. 30% weightage for Technical Score and 70% weightage for Financial Score).
- As per the QCBS method, the below given steps will be used in ranking of the shortlisted bidders.
- Authority will first determine whether the bidder is pre-qualification cum technically and financially qualified as per eligibility criteria in Clause 1 and also determine whether the Financial Proposals are complete, and unconditional.
- Technical Score received by the qualified bidders will be determined as under

S.No.	Criteria	Marking Criteria		Maximum Marks	Marks obtained
1	Total number of Tests under the scope of NABL/CAP in the predetermined list of tests in Schedule 4A (based on CGHS list)	254-260 Tests 261-270 Tests 271-282 Tests	10 Marks 20 Marks 30 Marks	30	
2	Average Annual turnover during the three last completed financial years (Financial Year 2018-19,	≥Rs 50 crores – Rs 100 crores >Rs 100 crores – Rs 200 crores >Rs 200 crores – Rs 400 crores >Rs 400 crores	7 Marks 15 Marks 23 Marks 30 Marks	30	

	2019-20 and 2020-21)				
3	Empaneled under DGHS/CGHS/ Autonomous bodies of Central/State/UT	Yes No	10 Marks 00 Marks	10	
4	Number of similar assignment of ≥ 1 year undertaken by Service Providers related to the outsource or PPP in lab services with any state or central government or any institution under the control of central or state government in last 5 years (proof of experience to be provided along with supporting documents) Annexure 2D	Number of similar assignment 1 Number of similar assignment 2 Number of similar assignment 3 Number of similar assignment >3	3 Marks 5 Marks 8 Marks 10 Marks	10	
5	Number of test done in last one year excluding test for covid (RTPCR TruNAT, CBNAT RAT) (Each Test refers to Each Serial Number as in Schedule 4)	≥ 1 crore – 2crores >2 crores – 3 crores >3 crores – 4 crores >4 crores	5 Marks 10 Marks 15 Marks 20 Marks	20	
TOTAL				100	

- f) For arriving at the financial score of the bidder the final financial quote of the bidder will be calculated after adjusting the discounts offered on the pre-determined tariff by the respective bidder.
- g) For example if the bidders have submitted bids, with D1 giving highest discount of 60% (amongst all bidders) and D2 a Discount of 50% then, the final financial quotes will be as under
- Final financial quote of D1 = $FFQ_{D1} = 40 (100 - 60)$.
 - Final financial quote of D2 = $FFQ_{D2} = 50 (100 - 50)$.
- h) The Lowest final financial quote (LFFQ) therefore based on highest discount is = 40 (100 - 60).
- i) Formula for determining the Financial scores of all the bidders is:
Financial Score of a Bidder = $\{(LFFQ) / FFQ \text{ of Bidder under consideration}\} \times 100$ (adjusted to 2 decimals)
- Financial Score of Bidder D1 = $\{40/40\} \times 100 = 100$
 - Financial Score of Bidder D2 = $\{40/50\} \times 100 = 80$
- j) The weights that would be given to the Technical and Financial Scores would be: Technical Score = 0.30, and Financial Score = 0.70 (i.e. 30% Weightage to Technical Score and 70 % Weightage to Financial Score)
- k) Proposals will finally be ranked according to the Total score ($0.3 \times \text{Technical Score} + 0.7 \times \text{Financial Score}$) obtained by each bidder under QCBS
- l) The bidder whose combined total score (S) is the highest will be ranked 1st and will be the H-1 bidder (or the L-1 Lowest bidder / successful bidder for award of work).
- m) Illustration:
- Bidders D1 & D2 carry Technical Score of 100 each and Financial Scores as above then the final

scores of the bidders will be calculated as follows:

- Final Score of bidder D1 = $\{100 \times 0.3\} + \{100 \times 0.7\} = 100$
 - Final Score for bidder D2 = $\{100 \times 0.3\} + \{80 \times 0.7\} = 86$
 - The Total score of Bidder D1 is Highest i.e. H-1 and therefore is the successful Bidder and will be considered for award of contract for the cluster.
- n) The term "Highest Rank Bidder" shall mean the Bidder who has the highest total score in QCBS and is L-1 or Lowest Bidder for award of work.

12.5 Evaluation criteria for QCBS

The number of Points to be allotted for each of the Evaluation Criteria as per the Table in Clause 12.4 (e).

12.6 Proposals will be ranked according to the QCBS system as above.

12.7 Selection of the entity shall be made as per QCBS System to the bidder scoring the highest marks as above.

12.8 A bidder will not be awarded more than two clusters except in scenario as under.

12.9 In the event that the highest bidder in all the three clusters are different, then those bidders would be declared as the selected bidders for the respective clusters. If one Bidder is higher in two clusters and other Bidder in remaining cluster, then two clusters would be awarded to same highest bidder and remaining one to the other bidder.

12.10 In the event that the highest bidder is same for the three clusters but Bids quoted by the highest bidder are different for the 3 clusters, then Highest bidder would be the selected bidder for two clusters in which percentage discount being offered by him is numerically higher between the three clusters. For the remaining one cluster the bidder would be selected as per clause 12.12 defined below.

12.11 In the event that the highest bidder is same for the three clusters and the bids quoted by the highest bidder are also same for the 3 clusters, then bidder will have option to choose two clusters for which the highest bidder would be the selected bidder. For the remaining cluster the bidder would be selected as per clause 12.12 defined below.

12.12 After the selection of the bidder(s) above, in event one bidder is selected for two clusters; for the remaining cluster the Authority shall invite the Second Highest bidder of that cluster to match the financial bid of the aforesaid highest bidder for that remaining cluster. In case, the second highest bidder agrees to match the financial bid of the highest bidder for that cluster, then the second highest bidder would be the selected bidder for that cluster. In case, the second highest bidder does not agree to match the financial bid, then Third Highest will be invited to match the financial bid of the aforesaid highest bidder for that remaining cluster and in case the third highest bidder agrees to match the financial bid of the highest bidder for that cluster, then the third highest bidder would be the selected bidder for that cluster. In case, the third highest bidder does not agree to match the financial bid of the Highest bidder, then in this scenario the Authority, may, in its discretion, invite fresh Bids for the remaining Cluster or offer to award the remaining cluster to the highest bidder of that Cluster and thus the bidder may get all three Clusters

12.13 In the event that there are two or more highest bidders scoring the same QCBS score for any given cluster, the bidder quoting higher discount in financial bid shall be declared successful bidder for that cluster. In case, two or more bidders are quoting same highest discount in financial bid, then the Authority shall identify the highest bidder and second highest bidder for that cluster by draw of lots, which shall be conducted in the presence of bidders who choose to attend the draw of lots. This would be applicable for each cluster separately.

12.14 The remaining Bidders shall be kept in reserve and may, in accordance with the process specified in the RFP (i.e. first second highest bidder & then third Highest bidder will be, invited to match the Bid submitted by the successful Bidder in case the selected Bidder is not considered by the Authority for any reason.

13. Award of Contract

13.1 The Authority shall inform those successful Bidders whose proposal is selected, via issuance of

Letter of Intent (LoI), as per the format given in the **Annexure 10**. Bidder shall acknowledge the LoI in writing as per proforma given in **Annexure 10**, within seven days also within Fifteen days of this notice, bidder will enter into the agreement with The Authority, Department of H&FW laboratory services in Delhi Government health facilities.

13.2 After acceptance of LoI, Performance Security (from any scheduled commercial bank), shall be deposited with the Authority for signing an Agreement with the Authority.

13.3 An agreement will be signed between the successful bidder and the Authority, which will clearly lay down the terms & conditions, duration of agreement, payment schedule, penalties and clauses for termination of agreement etc.

The complete RFP document will be part of agreement and any further addendum and corrigendum issued shall also be part of the Agreement.

14. SCOPE OF WORK AND SERVICES

14.1 Details of the scope of work & services are enclosed at **Schedule 1** and as provided in RFP.

14.2 The Service provider shall provide outsourced laboratory services as mentioned in RFP.

15. PENALTY CLAUSE

All the penalties have been illustrated in details in **Schedule 2 and in RFP**

16. PAYMENT MECHANISM

FOR SCHEDULE 4A-

For test under the scope of NABL/CAP -NABL rates for the test as per CGHS rate list would be applicable.

For tests not under the scope of NABL/CAP -Non NABL rates as per CGHS rate list would be applicable

FOR SCHEDULE 4B- Pre-printed tariff will be paid in the first three months. 90% of tests will have to be brought under the scope of NABL/CAP within 3 months of agreement. After three months, pre printed tariff would be applicable for tests under the scope of NABL/CAP. For tests not under the scope of NABL/CAP an additional 5% discount on pre printed tariff have to be given by service provider.

16.1 Payment will be done by health care facility as per process below+

A) AAMC & DGDs

16.1.1 The service provider will update the net amount (total bill of day- penalty if any) to be paid on daily basis on LIS/HMIS. The designated officer of each health care facility will verify the bill online as well as hard copy in duplicate after receiving the hard copies of all patients reports mentioned on LIS on daily basis. The designated officer will keep one copy of verified bill and return one copy of verified bill to service provider.

16.1.2 Further, the service provider will provide the monthly consolidated net bill(in duplicate) to the designated officer of each health care facility (AAMCs & DGDs) for verification at the end of each month. After verification of net bill by the designated officer (from daily bills received through the month), one copy of the bill would be sent to concerned CDMO office same day/next working day for further processing and other copy would be given to service provider. The service provider will upload the amount of duly verified monthly consolidated bill (facility wise) on LIS/HMIS.

16.1.3 The service provider will provide a consolidated facility wise bill of whole cluster to the concerned CDMO office for verification. The CDMO/AAMC Cell after due verification of consolidated bill (online/hard copy of consolidated bills received from designated officer of each health care facility) will issue the sanction order and proceed to do online payment or forward the bill to the Nodal Officer(AAMC Cell) for issue of sanction order and online

payment.

B) HOSPITAL & POLYCLINICS

- 16.1.4 The service provider will update the net amount (total bill of day- penalty if any) to be paid on daily basis on LIS/HMIS. The designated officer of each unit of the hospital or polyclinic will verify the bill online as well as hard copy in duplicate after receiving the hard copies of all patients reports mentioned on LIS. The designated officer will keep one copy of verified bill and return one copy of verified bill to service provider.
- 16.1.5 Further, the Service Provider will provide the monthly consolidated net bill(in duplicate) to the designated officer of each unit of the hospital & polyclinic for verification at the end of each month. After verification of net bill by the designated officer (from daily bills received through the month), one copy of the bill would be sent to concerned designated nodal officer of the hospital same day/next working day for further processing and other copy would be given to service provider. The service provider will upload the amount of duly verified monthly consolidated bill (facility wise) on LIS/HMIS.
- 16.1.6 The service provider will provide a consolidated unit wise bill of hospital & attached polyclinics to the designated nodal officer of Hospital for verification. The Hospital after due verification of consolidated bill (online/hard copy of consolidated bills received) will issue sanction order or proceed to pay online or forward the bill to the concerned the Nodal Officer for the Cluster or Project Director (for all three Clusters) for issue of sanction order and online payment.
- 16.1.7 The Authority shall pay full amount within seven days of receipt of verified bills and shall in case of unverified bills release 75% of the monthly bill and the rest 25% would be paid within 7 days after verification and calculation of penalties if any.
- 16.1.8 In case payment is made by department within 15 days of receipt of corrected and duly verified bills, 3% discount will be given by the provider, to be adjusted in next bill, and in case payment is made beyond 15 upto 30 days, 2% discount will be given by the provider on the bill, to be adjusted in next bill.
If there is delay of payment of bills by more than one month by the Department, then a penalty @1% for each month or part thereof will be paid on pending bills to the provider.
- 16.1.9 If the service provider fails to get the bill verified on daily basis for more than three instances per month then 1 % penalty to be paid by department in case of delay of payment of bill beyond 30 days will not be applicable.
The above payment mechanism will be revised on timely basis in mutual consultation of service provider to ensure timely payment of all bills to service provider

17. EVENT OF DEFAULT

Service Provider event of Default

Save as otherwise provided in this Agreement, in the event that any of the defaults specified below shall have occurred, and the Service Provider fails to cure the default within the Cure Period set forth below, or where no Cure Period is specified within a Cure Period of 15 (fifteen) days, the Service Provider shall be deemed to be in default of this Agreement (a “**Service Provider Default**”) unless the default has occurred solely as a result of any breach of this Agreement by the Authority or due to Force Majeure. The defaults referred to herein shall include the following: -

- (a) If the service provider fails to provide outsourced Laboratory services in all specified health facilities within 60 days from the date of Agreement.
- (b) The Service Provider persistently fails to comply with the SOPs;
- (c) If the total penalty imposed exceeds the 10% of performance security;
- (d) If the expert committee is not satisfied about the quality of services given by service provider
The Authority, shall issue show cause notice in writing to improve the lab services within seven days. If the service provider fails to resolve the issue within 7 days it will be an event of default.

- (e) Failure of the Service Provider to maintain 254/282 of the tests in predetermined list of Schedule 4A, as a whole or in separate categories, as defined in scope of work at Schedule 1 for a period not more than three months.
- (f) If turnaround time is consistently below 60% for continuous period of three or more months in health care facility in a cluster.
- (g) If any issues are found with the transportation, a penalty of ten times the cost of the test to be done in the samples in that transportation box will be imposed and would be deducted from the pending bills /security money. If more than 5 such instances of breach in SOP for transportation of samples are found within a month in a cluster, it would be event of default.
- (h) The Performance Security has been encashed and appropriated in accordance with this Agreement and The Service Provider fails to replenish or provide additional or fresh Performance Security within a Cure Period of 15 (fifteen) days;
- (i) Subsequent to the replenishment, additional, or furnishing of fresh Performance Security, the Service Provider fails to cure, within a Cure Period of 15 (fifteen) days, the Service Provider Default for which whole or part of the Performance Security was appropriated;
- (j) The Service Provider abandons or manifests intention to abandon the operation of the Project without the prior written consent of the Authority;
- (k) The Service Provider commits repeated default in conforming and meeting with its obligations laid down in this Agreement;
- (l) The Service Provider repudiates this Agreement or otherwise takes any action or evidences or conveys an intention not to be bound by the Agreement;
- (m) The Service Provider is adjudged bankrupt or insolvent;
- (n) Any representation or warranty of the Service Provider herein contained which is, as of the date hereof, found to be materially false or the Service Provider is at any time hereafter found to be in breach thereof;

17 A . **Termination Notice:** Without prejudice to any other right or remedies which the Authority may have under this Agreement, upon occurrence of a Service Provider Default, the Authority shall be entitled to terminate this Agreement by issuing a Termination Notice to the Service Provider; provided that before issuing the Termination Notice, the Authority shall by a notice inform the Service Provider of its intention to issue such Termination Notice and grant 15 (fifteen) days to the Service Provider to make a representation, and may after the expiry of such 15 (fifteen) days, whether or not it is in receipt of such representation, issue the Termination Notice. The Termination Notice shall be of not less than 60 (sixty) days and not ordinarily be more than 90 (ninety) days, ("**Termination Period**") and at the expiry of the Termination Period, this Agreement shall stand terminated.

18. DISPUTE RESOLUTION MECHANISM

18.1 The Service Provider and the Authority, shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:-

18.1.1 The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within fifteen (15) days of receipt of the notice.

18.1.2 If the parties fail to resolve their dispute or difference by such mutual consultations within seven days of commencement of such consultation, then

For resolution of dispute both the parties (Authority and Service Provider) may appeal to "Delhi Dispute Resolution Society (Delhi Govt Mediation And Conciliation Center), Address: Transport Authority, 5/9, Under Hill Rd, Ludlow Castle, Civil Lines, Delhi, 110054, Ph. 011 2397 1019".

18.2 Arbitration :

18.2.1 If dispute or difference of any kind shall arise between The Authority and the Service Provider in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations or mediation as above, however,

- 18.2.2 If the parties fail to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either The Authority or the Service Provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitration of an officer to be appointed by the Secretary, H&FW, GNCTD as Arbitrator. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he/she shall be replaced by another person appointed by Secretary, H&FW, GNCTD as Arbitrator. Such person shall be entitled to proceed with the matter from the stage at which it was left by his predecessor.
- 18.2.3 Work under the contract shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Purchaser or the Service Provider shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
- 18.2.4 Reference to arbitration shall be a condition precedent to any other action at law.
- 18.2.5 The venue of arbitration shall be the place as decided by the Arbitrator.
- 18.2.6 The contract shall be governed by and constructed according to the laws in force in India. The Parties hereby submit to the exclusive jurisdiction of the Courts situated in Delhi for all purposes.

19. END OF AGREEMENT:

The agreement may come to an end by the following ways

- 19.1 **Exit Clause (No Fault Termination)** – Either party may terminate the Agreement with mutual consent by giving 3 months prior notice, however, the termination will occur after three months or upon selection of new Service Provider, whichever is later.

19.2 Force Majeure:

The health services are covered under essential services shall not be stopped if required so by the Authority during or after force majeure.

19.3 TERMINATION :

The Authority reserves the right to terminate the contract entered into with service provider as under:-

- 19.3.1 in case of **Event of Default** as specified in clause 17
- 19.3.2 if the successful bidder withdraws its tender after its acceptance or fails to submit the required Performance Securities for the initial contract.
- 19.3.3 In case the Service Provider fails to deliver the services as mentioned in the scope of work.
- 19.3.4 The Service Provider goes into liquidation, voluntarily or otherwise.
- 19.3.5 In case NABL/CAP accreditation is not renewed / restored beyond 3 (three) months

19.4 CONSEQUENCES OF TERMINATION:

- 19.4.1 In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], The Authority, shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach.
- 19.4.2 Nothing herein shall restrict the right of The Authority, to invoke the Bank Guarantee and other guarantees, securities furnished, enforce the Deed of indemnity and pursue such other rights and/or remedies that may be available to the Authority under law or otherwise
- 19.4.3 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

- 19.4.4 In the event of termination, the liability of the Authority for payments to the Service Provider shall not exceed the date, on which the termination order has been issued

19.5 FORCE MAJEURE

- 19.5.1 Notwithstanding anything contained in the provisions of conditions of contract the successful bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 19.5.2 For purpose of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and not foreseeable.
- 19.5.3 Such events may include disasters, fires, floods, epidemics.
- 19.5.4 If a Force Majeure situation arises, the successful bidder shall promptly notify the The Authority in writing of such conditions.
- 19.5.5 Unless otherwise directed by The Authority in writing, the successful bidder shall continue to perform its obligations under the contract as far as is reasonable practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

20. BLACKLISTING

- 20.1 The Bidder who submits false, forged or fabricated documents or conceals facts with intent to deceive the Contracting Authority to gain unlawful advantage over other bidders and/or procure work order; bid security or performance security Deposit of such Bidder firm will be forfeited and firm will be liable for blacklisting for a period of not less than 2 years. The firm will also be liable for legal action depending on the facts and circumstances of the case.
- 20.2 The successful Bidder fails to execute the agreement after being declared as selected Bidder to perform the obligations under the Bid conditions, Bid Security Deposit of such Bidder firm will be forfeited and firm will be liable for blacklisting for a period of not less than 2 years or the period specified in Bid document.
- 20.3 The Tenderers who have withdrawn after participating in the tender either fully or partially, the entire firm/company will be blacklisted for a period of 2 years from the date of intimation apart from forfeiture of the Security Deposit/EMD.
- 20.4 Blacklisting for Event of Default: The Bidder should provide good quality services as per requirements of this RFP, in case the contract is terminated on account of event of default, the service provider will be blacklisted for 2 years.

21. LIQUIDATED DAMAGES - Please see Schedule 2 for panelties.

SCHEDULE 1

SCOPE OF WORK AND SERVICES

The obligations of the Service Provider/firm under this service contract shall include but not limited to the following: -

1. The details of lab tests /services required at different locations (health facilities) are given in Schedule 3A,3B & 4A, 4B. The Authority reserves the right to add/reduce the total number of facilities as per requirement anytime during validity of contract.
2. All the investigations will be done as per Schedule 4A & 4B. The Authority reserves the right to add/ delete/modify the tests list of Schedule 4A &4B. Doctors privileging for the scope of test and test to be prescribed at each facility level shall be decided by the government from time to time.
3. The service provider should have minimum 254 test out of 282 of the tests mentioned in CGHS list of Schedule 4A under the scope of NABL/CAP and as per categorywise breakup. Also the minimum number of test mentioned in each category should also be under the scope of NABL/CAP. (each test is defined as one S.No. the CGHS list of 282 tests as per Schedule 4A). The service provider will have to maintain the NABL/CAP accreditation throughout the period of contract for all the tests as mentioned in Annexure 2B at the time of submission of tender document. In case of duplicacy of tests in schedule 4A or Schedule 4B, CGHS approved rates would be valid.
4. For the Schedule 4B tests which are not in the scope of NABL/CAP, the service provider will get the 90 percent of test under NABL/CAP accreditation done within three months of signing the agreement and will have to maintain the NABL/CAP accreditation for these tests throughout the period of the contract. The service provider will do IQAS and EQAS on regular basis for test not under the scope of NABL/CAP till NABL/CAP accreditation for those tests is obtained. The service provider will also provide list of test mentioned in schedule 4B which are already under the scope of NABL/CAP accreditation in Annexure 2G.
5. The Authority with the consent of the service provider may ask the service provider to set up a new lab (one in each cluster) in a space provided by Authority. The cost of infrastructure and civil & electrical works will be borne by the Authority. The electricity and water bills will also be paid by Authority. The service provider will be responsible for installing equipment, providing and managing manpower and all logistics needed for laboratory services. The lab services will have to be NABL/CAP accredited within six months of the agreement to set up the lab services.
6. The service provider shall be able to provide laboratory services at newly established health units within 15 days of the work order issued by concerned Authority, as per same terms and conditions
7. A third party audit by an NABL/CAP approved assessor as assigned by the Authority may be conducted and service provider shall cooperate and provide access to lab data as per NABL/CAP assessment guidelines. Any recommendations made therein shall be implemented by the service provider within permissible frame of time and compliance should be strictly maintained

8. PHLEBOTOMY

The Service Provider shall arrange for phlebotomy services wherever desired by the Authority.

The phlebotomist shall have to meet Qualification/Experience requirements as under-

S.No.	Staff	Qualification	Requirements
1	Phlebotomist	10+2 or equivalent examination passed from a recognized board; AND Appropriate technical diploma/degree course of minimum two year duration from a recognized institution with minimum 6 months experience (in field of laboratory services). In case of degree course of 3 years no minimum experience required..	✓ The Degree/Diploma from University /Institution recognized by the Central Government or State Government or UT) ✓ knowledge and skills for Patient safety procedures

The phlebotomist should be able to take blood samples of infants and children. The Service Provider will provide regular training to Delhi Govt. Health Care Facility Staff wherever and whenever required for sample collection, bar/QR coding, data entry and maintenance of records etc. The Service Provider shall also maintain a record of all trainings conducted and provide a training certificate of the same if possible.

PHLEBOTOMY TIMINGS

- a) The phlebotomy timings shall be decided by The Authority from time to time in mutual consultation to meet the clinical requirements / service level specifications (waiting time/service time) in patient interest. The phlebotomy timings may be modified (as per OPD timings) for all health facilities or for individual health facilities wherever required. The decision of The Authority in this regard, shall be binding upon all the parties.
- b) The phlebotomist will be provided by service provider wherever required and shall be paid towards collection centre setup cost including phlebotomist @ Rs. 10/- for every sample withdrawal or Rs. 500/- minimum.
- c) The charges for the Phlebotomist provided by the service provider for Home Collection shall be Rs. 50/- per patient.

9. LOGISTIC SUPPORT:

- a) All the costs within the scope of work including but not limited to the cost of providing adequate quantities of lab consumables, vials for closed collections, vacutainers (alongwith vacutainer needles and holders etc.), containers for urine routine, microscopy and culture, blood culture bottles for automated machines, swabs, gloves, pre-printed barcode/QR Code stickers, barcode/QR Code printer, slides, bandaids, scanner and any other item or material required for sample collection, transportation following cold chain precautions from all Delhi government health facilities including Aam Aadmi Mohalla Clinic Collection Center at hospitals will be borne by the Service Provider. Further, these consumables/ logistics should be of high quality and of the standard approved specifications. The cost will also include: - collection, transportation, testing, delivery of reports etc as per scope of work.
- b) Responsibility for safe custody of consumables kept at Delhi government health facilities will be of the designated Nodal Officer.
- c) Each healthcare facility will maintain a stock register under the supervision of designated Nodal Officer. Entries will be made in this register each time stocks are supplied, issued and shall be verified by service provider representative. Reconciliation of materials will be done jointly. The Service Provider representative will ensure accounting of material and any discrepancy shall be brought to the notice of the Authority.

10. SAMPLE COLLECTION

- (a) The requisition form shall be provided by the Service Provider. Each health facility will have a unique ID provided by the Service Provider. The requisition form shall be duly filled with the patient's name and details (aadhar number/voter card number and phone number), tests prescribed (from the list of tests approved) by the designated officer bearing his signature, stamp & contact number, where applicable, in case of AAMCs & DGDs. Further in hospitals and polyclinics in addition to the prescribing doctor, the requisition form would be counter signed & stamped by the incharge of the prescribing doctor with the phone number on which critical value alert will be sent. The unique ID of the patient will be provided by the Service Provider. In addition, for sample identification barcode/QR Code should be used. All samples of a patient should be labelled with same barcode/QR Code number. The barcode/QR Code will be supplied by the Service Provider and the Bar/QR coding will be done by the person withdrawing samples. The barcode/QR Codes may be printed at the time of registration (Barcode/QR Code Printer will be provided by the service provider). Else, pre-printed

barcode/QR Code be used. The details of the designated nodal officers/incharges will be maintained in LIS.

- (b) The barcode/QR Code should be put on the sampling tubes/containers strictly after registration and before collecting the samples. In case it is observed that bar code is put after collection of sample: penalty of Rs 500/- will be charged for each such instance. The barcode/QR Code should also be put on the patient's requisition form, registration register and batch sheet (sheet prepared for the transportation personnel), OPD slip/ case sheet of the patient for proper identification of samples. In case bar code is not found at any of the specified places then penalty of Rs 500/- per such instance per patient will be levied.
- (c) The test requisition form should be captured on real time basis in LIS wherever possible.
- (d) The Doctors of the health facility will prescribe only those tests which are unavailable in that health facility at that point of time and as per scope of test authorized for doctor/ facility. Further, Service Provider will not claim or duplicate the tests available in the health facility.
- (e) The phlebotomist should clearly explain to the patient about the day and time for report collection, in addition the patient will be informed that a link of the report will also be sent by SMS to the patient's mobile number. Hard copy of the report can be collected from the designated nodal officer, by the patient him/herself or by representative, authorized by the patient on the OPD slip itself. In case OPD slip is lost, the details should be produced along with the registered mobile number during sample collection.
- (f) No complaint regarding inadequacy/haemolysis/ clotted/wrongly collected samples will be entertained where the Service Provider has provided the phlebotomist.
- (g) The patient data will be captured on LIS directly by the phlebotomist (wherever provided) / health facility staff at the site of sample collection wherever possible. Further if the HMIS of the health care facility is available, the same will be integrated by the service provider with their LIS. Necessary logistic support for LIS will be provided by the service provider, if required.
- (h) There shall be no re-use / recycling of the single use device / Medical Supplies.

11. SAMPLE LIFTING TIMINGS :

Sample (Blood/Urine/Stool/other samples) lifting timings shall be decided by The Authority, from time to time in mutual consultation to meet the clinical requirements / service level specifications (waiting time/Service time) in patient interest. Sample lifting timings may be modified (as per OPD timings) for all health facilities or for individual health facilities wherever required. The decision of The Authority in this regard, shall be binding upon all the parties

- 12. SAMPLE TRANSPORTATION-** All samples will be transported as per the SOP approved by the Authority. Applicable National regulations should be followed for the transport of infectious and other diagnostic specimens so that in the event of an accident, courier staff and the general public may not be exposed to blood and body fluids. The samples collected should be transported by placing them in proper containers with BIOHAZARD sticker pasted on them maintaining the cold chain to ensure the stability of the samples.

13. STANDARD OPERATING PROCEDURES AND USER TRAINING:

- a) The Service provider shall provide Standard operating procedures and Protocols as per NABL norms for the following for approval by the Authority-
 - (i) Patient related processes.
 - (ii) Sample Transportation
 - (iii) Laboratory test Procedures.
 - (iv) Operation of the equipment and maintenance.
 - (v) Records Keeping & Reporting
 - (vi) Quality control and compliance to Performance Indicators / Standards.
 - (vii) Lab quality manual and quality system procedure
 - (viii) Lab Safety Manual
 - (ix) Adverse event management
- b) The service provider will follow the SOPs after the approval by the Authority
- c) The Service Provider will also provide the training as per SOPs to all the persons responsible for withdrawal of samples at Delhi government health facilities. The Service Provider will arrange trainings within fifteen days of award of tender in consultation with the designated nodal officers of each health facility
- d) These SOPs should be reviewed and amended annually

14. TURNAROUND TIME

The service provider shall provide turnaround time for list of investigations mentioned in schedule 4A & 4B for approval of the Authority. An indicative TAT for the tests has been provided in the schedule 4A & 4B. The Turn Around Time can be reviewed and amended by the Authority as and when required, which will be binding on the service provider.

15. LABORATORY INFORMATION SYSTEM(LIS) :

15.1 The service provider should set up a Laboratory Information System covering all the processes of laboratory services (including but not limited to pre-analytical, analytical and post analytical). The LIS should be capable of providing data for all the key processes online on realtime basis. Necessary software and hardware infrastructure (if and when required, on mutual consent of both parties) shall be put in place in each healthcare facility on or before commencement of services. The coverage and functionality of LIS should be as per good industry practices. In case the HMIS of the health care facility is available, the same will be integrated by the service provider with their LIS. A dashboard (performance measurement and reporting) should be created. The LIS and dashboard should be made available to the designated Nodal Officers, all members of expert committee and the oversight board and to any other officer as and when required by the Authority. The service provider will provide a user ID and password for this purpose to each of these officers to access LIS on online basis to generate and obtain necessary information, data or report on lab services with a view to review and monitor compliance of the service provider as per this agreement.

15.2 The LIS will also have the following data, as mentioned at A&B below as per requirement of Authority work out in manual consultation and the same should be accessible to officers authorized by the Authority. Further, the Service Provider will provide a printed report of the same (A&B) which will be duly verified by the designated Nodal Officer of the health care facility.

- A. Facility wise daily report (indicative) to include following in general but not limited to. These may be revised as per specific requirements. -
 - a) Name of Patient

- b) Patient Contact details (Contact No. and Aadhar Card)
- c) Patient's Unique ID
- d) Name and mobile number of Prescribing doctor
- e) Site of Sample collection (home collection –address)
- f) Name of Test prescribed
- g) Number of reports for test prescribed today - Delivered
- h) Number of reports for test prescribed today -Pending (with reason)
- i) Number of reports for test prescribed on previous days - Delivered
- j) Number of reports for test prescribed on previous days -Pending (with reason)
- k) Number of reports within stipulated time period.
- l) Number of reports beyond stipulated time period.
- m) TAT compliance report
- n) Critical Values report
- o) Amount to be paid for tests reported today (including tests collected today and test collected earlier but reported today)
- p) Amount to be paid to service provider for phlebotomy done at (a) health facility (b) home
- q) Total amount to be paid(Tests+Phlebotomy-Penalty). Any penalty should be with proper reason and amount

B. Daily consolidated reports (indicative) -

- a) Facility agency wise (CDMO/AAMC/Hospital wise/Polyclinic etc.)
- b) Cluster wise
- c) Doctor wise test prescribed
- d) Total Test Prescribed (Parameter-wise)
- e) Total Samples Collected (From Facility+Home Collection)
- f) Total number of samples rejected
- g) Total number of Tests successfully reported.
- h) Total number of Tests pending
- i) Total test reported beyond TAT
- j) Total number of Critical Values reported
- k) Amount to be Paid (Tests+Collection charges)

- C. The LIS and dashboard will provide as per requirements set out in mutual consultation with Authority the following information facility wise (Hospitals, polyclinics, DGDs & AAMC) agency wise and consolidated cluster wise, in real time online web based and the same should be available, including historical data to the designated Nodal Officer/expert committee on monthly, quarterly and annual basis.**

SL.N.	SERVICE	REMARKS
1.	Total number of patients tested	
2.	Total number of tests conducted – test-wise	
3.	Patient to test ratio (facility wise) i.e average number of test per patient.	
4.	Percentage of sample with 1,2,3...n number of tests prescribed (facility wise)	
5.	Percentage and list of government health facilities with zero samples for more than 10% of working days	
6.	Average of frequency and duration of unavailability of phlebotomist and / or sample collection services with list of such facility	

7.	Percentage of Hemolysed or QNS samples	(Total number of hemolysed/QNS samples where the service provider is providing a phlebotomist / total number of samples collected on monthly basis) x 100
8.	Percentage of tests beyond established (TAT)	(No. of tests authorized beyond established TAT/ total number of Test done in that month) x100
9.	Critical value non-notification	(The number of critical values not notified or documented/the total number of critical values obtained over the month) x 100
10.	Complaints redressal	(Total number of complaints resolved/ Total number of complaints received) x 100
11.	Rejected samples	(Total number of samples rejected/ Total number of samples collected) x 100

15.3 The Service Provider should keep a record on LIS of notifiable Infectious Diseases and Communicable diseases. The information of the same is to be sent to IDSP portal and IHIP portal and to the concerned designated Nodal Officer of the Delhi Government health facility within 12 hours of report generation and to keep a record of the same on prescribed formats. Service provider will also enable active and passive surveillance of priority pathogens as defined by NCDC. The line list of such cases should be available as per required frequency and compiled on periodic basis to the monitoring agency.

15.4 The antibiograms of various pathogens must be available (District-wise) in prescribed format (CLSI guidelines) on LIS on six monthly basis and should be available online to the Authority, Department of H&FW.

15.5 The lab shall electronically maintain equipments calibration data and the same should be available on LIS

15.6 The confidentiality of medical records should be maintained and adequate arrangements should be made for cyber security

16. TEST REPORTS

a) **The contents of the report shall include the following:**

- Co branding (Delhi Government Logo, logo of the vendor's lab services) and Photograph of Chief Minister.
- **A title e.g. Lab Investigation report;**
- The name of the patient
- Type of sample:
- Age
- Patient contact number
- Patient ID (aadhar card/ voters ID card/ driving liscence/ parent's ID in case of minor)
- Name of the Centre and location
- Referrer name
- Unique identification of patient (barcode/QR Code)
- Date of requisition
- Date/Time of issue of report. The test result along with Caption "This test is under the scope of NABL/CAPwith certificateNo and validity date"
- The Normal reference range of all parameters must be displayed on the report.
- All abnormal values (out of normal range) must be highlighted.

- Name & Signatures of reporting lab specialist with qualification and MCI/DMC/State registration number
 - Total cost of the lab test conducted as per tariff rate/ market rate.
 - Remarks "This Cost is borne by Delhi Government".
- b) Hard copy should be available by next working day or as per TAT at the Delhi Government health facility for collection by the patient/authorized person. The report will also be available on LIS to the designated nodal officer of the healthcare facility. A link of the report should reach the patient's and treating doctor's/designated nodal officer mobile via SMS.
- c) In case of histopathology/cytology reports, stained slides, blocks and microscopic images shall be provided, whenever required, free of cost.

17. CRITICAL VALUE REPORTING

Critical value reports requiring urgent attention shall be addressed as per protocol of urgent reporting and record for the same shall be appropriately maintained in LIS. Critical tests reports shall be communicated to the concerned designated Nodal Officer or treating doctor on the same day or at the earliest via SMS. The Service Provider shall maintain the critical value reporting records. Records of actions taken in case of critical results shall be maintained by the service provider. These include date and time of sample collection time as well as result communication, type of test, its result, name of the laboratory staff informing and name of the treating doctor/designated nodal officer informed

18. RE-EVALUATION OF SAMPLES

The Service Provider must preserve all the samples for a minimum period of 48 hours so that in case of any discrepancy designated Nodal Officer/Treating doctor may get sample re-evaluated and the cost of the same will be borne by the Service Provider. The Authority shall not pay the service provider for any repeat testing required by the designated nodal officer/treating doctor, on account of deficiency in the earlier test. In case the designated Nodal Officer/treating doctor prescribes a follow-up test/investigation after a suitable period or on account for any other medical reason, then the same shall be counted as a separate test and not a repeat test

19. COMPLAINT POLICY

- 19.1 The service provider will have a designated Complaint Redressal Cell for Delhi Government Health Facilities to monitor all the complaints received from the health facilities (including patients, treating doctors and designated Nodal Officers).
- 19.2 The Service Provider will provide a centralized complaint redressal number and e-mail for redressal of complaints. On receiving a complaint, a ticket number will be issued for tracking complaint redressal.
- 19.3 All complaints received shall be digitized and uploaded on the LIS by the Service Provider on time to time basis.
- 19.4 The Service Provider shall monitor and redress the complaints received promptly and effectively. Any complaint to the complaint Redressal Cell shall be dealt within reasonable time depending upon the nature of the complaints. However, in any case no complaint shall remain unattended for more than 48 hours after receiving.
- 19.5 The Service Provider shall keep and monitor, accurate and up to date records of all complaints received and ensure that a satisfactory system is in place for dealing with such complaints.
- 19.6 The service provider must reply to the complainants either about the steps taken by the Service Provider on the complaints or provide an appropriate reply mentioning why the complaint is not valid.
- 19.7 The Service Provider shall undertake the required corrective and preventive actions to ensure that the concerned complaint / issue are not repeated.

- 19.8 Service provider will provide a summary of all complaints received and the remedial action taken to the designated nodal officer along with reasons for any delay in attending to the complaint / pending complaints. This report will contain the complaint with the ticket number and the action taken.
- 19.9 The Service Provider should do a root cause analysis of all the complaints received and should submit the same to the designated nodal officer

20. PROJECT MONITORING

Monitoring will be done on Daily basis by designated nodal officers and by expert committee, as and when required. The service provider will provide the user ID to all the designated officers, members of expert committee and members of Oversight Board and any other officers authorized by the Authority, for accessing the LIS for quality, billing, patient reports etc. The user rights for each level will be granted commensurate to the roles assigned in this tender.

20.1 Daily Monitoring

- 20.1.1 Daily Monitoring will be done by designated Officer at each healthcare facility. The service provider shall provide access to the data as per 15.2 above on LIS/Dashboard to the designated officer and a hard copy of the same should be sent for verification along with the reports on the next day.
- 20.1.2 The designated officer should verify the reports and bills on the LIS/Dash Board (total no. of patient tested and total number of test conducted) with the data available at the health facility in the sample dispatch cum report register.

20.2 Expert Committee

- 20.2.1 The Authority will constitute an expert committee, for monitoring the services. The committee will include-
1. Representatives from Authority including Experts from lab services
 2. Representatives of Service provider
- 20.2.2 The expert committee will carry out inspection including surprise visit of outsourced laboratory and check-
- (a) samples of patient received at the laboratory and their entry in LIS.
 - (b) Traceability of samples. The committee can ask the Service Provider to show the traceability record of any sample in the laboratory received from Delhi Govt. Health Facility.
 - (c) Critical value Reporting record.
 - (d) Turn Around Time (TAT) record
 - (e) Complaint and action taken Record.
 - (f) Instrument maintenance records including calibration.
 - (g) Quality assurance records. The lab should maintain electronic records for out of range IQC and EQAS. The corrective and preventive action of out of range IQC and EQAS should be defined in LIS.
 - (h) Root cause analysis report of complaints received.
 - (i) Check NABL certification and any other records within the scope of this tender as desired by the Committee.

20.3 OVERSIGHT BOARD

- 20.3.1 There shall be an Oversight Board under the chairmanship of Hon'ble Health Minister, it will also have representatives from service provider
- 20.3.2 The oversight board will:-
- (a) Review reports submitted by the expert committee and remedial action taken by the service provider for the 3 Clusters;
 - (b) Approve the range of tests available at each level of the Delhi Government Health Facility
 - (c) Approve the tariff for tests not available in the CGHS rate list.

- (d) Add/remove health facilities where service provider would provide lab services.
- (e) Review timings and days for availability of laborator services.
- (f) Take up matters connected with the provisioning of quality lab services.
- (g) Constitute a project committee for taking all action including those envisaged for Authority for commissioning and operations and payment authorization. This committee will be headed by Project Director [Dr Sanjay Agrawal]

21. COMPLIANCES AND STATUTORY REQUIREMENTS

- (i) The Service Provider shall at all times comply with applicable laws and regulations pertaining to the providing outsourced (Non-radiological) laboratory services in the area where the services are being provided.
- (ii) The service provider shall comply with all statutory provisions including provisions regarding medical education qualifications, eligibility criteria, human resources for lab services, Bio-Medical Waste Management, Bio-Safety Occupational and Environmental Safety etc. which shall be responsibility of service provider.
- (iii) Compliance of Bio-Medical Waste (Management and Handling) Rules 2016 and amendments there of and regulations including Clinical Establishment Act 2010 and all other applicable Labor Laws, Rules and Regulations amended from time to time shall be responsibility of service provider.
- (iv) The service provider shall be solely responsible for all Bio-Medical Waste (Management and Handling) Rules 2016 and amendments thereof and other prevailing waste management guidelines for effective disposal of bio-medical waste generated at home collection sites visited by their phlebotomist.
- (v) Legal liability to the extent of reporting of tests and its results/reports for each reported case extends to the service provider solely.
- (vi) The service provider shall, at all times, indemnify and keep indemnified the Authority against any claims in respect of any damages or compensation payable in consequences of any accidents or injury sustained or suffered by its employees or agents or by any other third party (patients tested included) resulting from or by any action, omission or operation (including services as envisaged in this RFP) conducted by or on behalf of the service provider/its associate/affiliate etc. All claims regarding indemnity shall survive the termination and expiry of the contract.
- (vii) Medico-Legal Issues arising out of services will be sole liability of the Service Provider.
- (viii) Conforming to the provision of the Consumer Protection Act shall be the sole and absolute responsibility/liability of the service provider

- 22. The service provider shall be responsible for storage of all reports of all tests done by the service provider for a period of seven years, the service provider will provide all the records to the Authority on yearly basis.

SCHEDULE 2

PENALTY CLAUSE DETAILS

S.NO.	SERVICE	Expected service levels	Penalty in case of default
1.	Commencement date for the Outsourced (Non-radiological) Laboratory services in Delhi Government health facilities	within 15 days from the date of Agreement	<p>If Service Provider fails to start the work within this stipulated time, he shall be penalized @ Rs.1000 per day per health facility, which shall be deducted from his due bills at the time of payment</p> <p>If the service provider fails to provide outsourced lab services in all health facilities within 60 days from the date of agreement shall be liable for event of default.</p>
2.	Turnaround time of Reporting for each health facility	> 90% per month	Nil
		80% -90% per month	5% of the monthly bill of that health facility would be deducted from the pending bills /security money.
		70% to below 80% per month	8% of the monthly bill of that health facility would be deducted from the pending bills /security money.
		60 to below 70% per month	10% of the monthly bill of that health facility would be deducted from the pending bills /security money.
		If turnaround time is consistently below 60% for continuous period of three or more months for health care facility in a cluster .	Event of default.
3.	Transportation of samples	will be assessed randomly and as and when required as per approved SOP	<p>If any issues are found with the transportation, a penalty of ten times the cost of the test to be done in the samples in that transportation box will be imposed and would be deducted from the pending bills /security money.</p> <p>If more than 5 such instances are found within a month, it would be event of default.</p>
4.	Hemolysed samples for each health facility where phlebotomist is provided by service provider.	Upto 1% per month of hemolysed samples will be acceptable (Facility wise monthly report shall be provided for this)	Upto 1% of hemolysed samples will be acceptable where samples are being collected by the phlebotomist, provided by service provider. Beyond this penalty of Rs 5000/- per percentage or part thereof will be imposed which would be deducted from the pending bills /security money.
5.	Denial of Lab investigation to the Patient - if a Patient is considered to have been denied lab investigation by	Lab investigations can't be denied on the pretext of non availability of Phlebotomist/	For each such event a penalty of Rs 1000 per instance would be imposed on service provider which would be deducted from the

	the service provider, at the healthcare facility/home collection without acceptable reasons.	non availability of transport facility/non functioning of the equipments/non-availability of logistics etc.	pending bills /security money.
6.	Absence of Phlebotomist provided by the Service Provider at any facility	Alternate phlebotomist to be provided by the service provider.	Non compliance will lead to a penalty of Rs 500/- per day which would be deducted from the pending bills /security money.
7.	If human resource deployed by the Service Provider is/are found indulging in misbehavior/misconduct/ under the influence of alcohol or any substance abuse /Improperly dressed.	Alternate human resource will be provided by the service provider if required by the Authority.	Non compliance will lead to a penalty of Rs 1000/- per day which would be deducted from the pending bills /security money.
8.	Disruption of services at any Delhi Government facility.	Continuity of services has to be maintained at all time	<p>If services are not provided for more than 24 hours for any health facility alternate arrangements may be made for that health care facility by the designated nodal officer and the cost incurred, shall be recovered from the monthly bills raised by the service provider.</p> <p>Also a penalty of Rs 500 per day per health facility will be imposed which would be deducted from the pending monthly bill/ security money.</p> <p>In case services are not provided more than 72 hours a penalty of Rs 1000 per day per health facility + cost incurred by the health facility for alternate arrangement will be imposed which would be deducted from the pending monthly bill/ security money.</p> <p>If the total penalty imposed exceeds the 10% of performance security it will be an event of default.</p>
9.	Default in Maintaining NABL/CAP accreditation (for those tests which were under the scope of NABL/ CAP accreditation at the time of submission of tender as per Annexure 2B)	The Service Provider will have to maintain minimum of 254 test out of 282 tests under scope of NABL/CAP as provided at the time of agreement. The service provider will have to maintain minimum number of tests in each category (mentioned below) under the scope of	In case of default in maintaining NABL /CAP accreditation for those tests which were under the scope of NABL/ CAP accreditation at the time of submission of tender as per Annexure 2B a penalty of Rs. be @ Rs. 10,000/ - per day would be imposed till it is renewed / restored. Also the service provider would be paid at Non at CGHS non NABL rates for these tests and amount equal to 10% of the total monthly bill would also be deducted from the total

		<p>NABL/CAP, during the entire period of contract agreement -</p> <ol style="list-style-type: none"> 1. Blood bank (7/8) 2. Biochemistry (148/161) 3. Clinical Pathology (8/9) 4. Cytology (5/7) 5. Cytogenetics (1/2) 6. Haematology (37/41) 7. Microbiology (41/45) 8. Histopathology (7/9) <p>Total 254/282</p>	<p>monthly bill.</p> <p>If the total penalty imposed exceeds the 10% of performance security it will be an event of default</p> <p>The Authority shall have a right to terminate the Contract in case NABL/CAP accreditation is not renewed / restored beyond 3 (three) months.</p>
10.	QC Failure	<p>For those tests mentioned in Schedule 4B service provider will maintain EQAS and IQAS till NABL/CAP accreditation. The flowchart of the steps taken by service provider to understand and correct adverse performance in the format of Corrective and Preventative Action (CAPA) documentation or Root Cause Analysis (RCA) tools for outliers should be available for monitoring and verification by the Authority on daily basis for IQAS results and as per the cycles for EQAS.</p>	<p>Failure to maintain QC (EQAS and IQAS) fine amount equal to 1.5 times multiplied by total number of tests for that matter shall be forfeited and will be recovered from the monthly bills raised by the service provider.</p>
11.	Withdrawal / non-renewal of NABL/CAP accreditation		<p>The Damages for each month or part thereof default in case of withdrawal/non renewal of NABL/CAP accreditation shall be @ Rs. 2,00,000/ - till it is renewed / restored. Also the test would be paid at CGHS non NABL rates.</p> <p>The Authority shall have a right to terminate the Contract in case NABL/CAP accreditation is not renewed / restored beyond 3 (three) months.</p>

A. CLUSTER WISE TOTAL HEALTH FACILITIES WITH PATIENT LOAD

SOUTH CLUSTER							
S.No.	Revenue District	No. Of Hospital	No. Of DGDs	No. Of Polyclinics	No. Of AAMC	Total No. Of Health Facilities	Total Patient Load
1	SOUTH	3	9	1	44	57	2945583
2	SOUTH WEST	4	31	4	77	116	2552868
3	SOUTH EAST	1	9	1	51	62	1505172
4	CENTRAL	8	30	2	39	79	3015821
GRAND TOTAL OF CLUSTER						314	10019444
NORTH CLUSTER							
S.No.	Revenue District	No. Of Hospital	No. Of DGDs	No. Of Polyclinics	No. Of AAMC	Total No. Of Health Facilities	Total Patient Load
1	NORTH WEST	5	27	7	79	118	5099979
2	WEST	6	19	3	56	84	4657012
3	NORTH	3	19	2	41	65	1948926
4	NEW DELHI	1	14	1	15	31	574559
GRAND TOTAL OF CLUSTER						298	12280476
TRANS-YAMUNA CLUSTER							
S.No.	Revenue District	No. Of Hospital	No. Of DGDs	No. Of Polyclinics	No. Of AAMC	Total No. Of Health Facilities	Total Patient Load
1	EAST	1	19	1	33	54	2599766
2	SHAHADARA	6	19	5	52	82	3910176
3	NORTH EAST	1	5	4	33	43	1434776
GRAND TOTAL OF CLUSTER						179	7944718

B. TENTATIVE LIST OF HEALTH FACILITIES

A	1. SOUTH CLUSTER
I.	1.SOUTH DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Ambedkar Nagar Hospital, K-Block, Dakshinपुरi Ext., New Delhi-110062
2	Pandit Madan Mohan Malviya Hospital, Malviya Nagar, New Delhi-110017
3	Institute of liver and biliary sciences , Vasant Kunj, Delhi
	DELHI GOVERNMENT DISPENSARY
1	DGD BegumpurNear Malviya Nagar, Kalu Sarai, (Begumpur) Delhi-110017,
2	DGD ChattarpurChatterpur Village, New Delhi-110030
3	DGD Chirag DelhiGeneral Chopal, Near Sheetal Mata Mandir, Chirag Delhi,
4	DGD Dakshinपुरiopp. Kali Building Main Road, Dakshinपुरi, New Delhi-110062
5	DGD JonapurJonapur Village, New Delhi-110047 (MPCC)
6	DGD KhanpurJJ Colony, Khanpur, Delhi (SCSP), New Delhi-110062
7	DGD Madangirblock No. J2, Jj Colony, Madangir Ph-li, New
8	DGD PVR Complex, SaketNear PVR Saket, New Delhi
9	DGD Court Complex,In District Court Complex, Saket, New Delhi
	POLY CLINICS
1	Poly Clinic Ber Sarai, Village Ber Sarai, Opposite Old JNU Campus, New Delhi-110016
	AAM AADMI MOHALLA CLINICS
1	DJB Site, Gandhi Park,Hauz Rani, Near RK Agency, Opp. Mall T-point Red Light, Malviya Nagar
2	DJB Site, Office Of JE (Sewer) Green Park Extension, Yusuf Sarai, New Delhi
3	DJB Site (Locked Site), Humayun Pur Near Arjun Nagar DDA Market,/ Community Shopping Complex, Adjacent to Ambedkar Park, New Delhi
4	DJB Site, Opp. Siri Fort Complex, Behind Indian Oil Petrol Pump, Next to Sai baba temple, Y-Block Hauz Khas.
5	DJB Site, Sewage Pumping Station, Arjun Nagar, Block B 7, Arjun Nagar, , New Delhi
6	Toot Sarai Village
7	DJB Site, Kumar Basti KOT, Opp. Press Enclave, Near Malviya Nagar Metro Station, New Delhi.
8	AAMC Ansal Plaza
9	AAMC 14-15 Shivalik road
10	Mehrauli, Andheri Mor
11	Lado Sarai, M B Road
12	Mehrauli, Andheri Mor (evening shift)
13	AAMC Lado Sarai
14	G-1102 C, Phase-VI, Aya Nagar
15	DJB Land, Mandi Village, Chattarpur
16	DJB Land, Near Shiv Mandir, Dera Village, Dera Mandi
17	M G Road Sultanpur
18	D-24, Bhati Mines
19	E-228, Bhati Mines, AAMC
20	A-7, Rajpur Khurd Extn., Chattarpur,
21	Khasra No.-50, Chattarpur
22	DJB Site, Aya nagar near shiv hansa chowk Chattarpur
23	H No. 159, Maidan Garhi
24	khasra no. 349, chandanhulla panchayat ghar
25	E-228, Bhati Mines, AAMC (evening shift)
26	E-5, Dakshinपुरi
27	Block-E-7, Dakshinपुरi
28	Mahila Vikas Kendra, Tigri, Sangam Vihar

29	JJ Cluster tigri, Near MLA Office
30	C-1/130, Holi Chowk, Sangam Vihar
31	L-1st/2065, Gali No. 8, Sangam Vihar, New Delhi
32	L-1st, 1344/6, Sangam Vihar
33	E-2/10, DUSIB Premises, Madan Gir, New Delhi(AC-47) Deoli
34	F-137, Jawahar Park, Devli Road, Khanpur, New Delhi
35	AAMC Porta Cabin, C-Block, Dakshinpuri
36	AAMC Porta Cabin, H-block, Pani ki tanki, Dakshinpuri
37	DJB Site, Near Guru Harkishan Public School, Hemkunt Colony, GK-1
38	AAMC, B-111, Panchsheel Vihar, AAMC
39	DJB Site, Balmiki Mandir Savitri Nagar
40	DJB Near DDA Park, NHP Sheikh Sarai, Ph-II, New Delhi
41	DJB Site Panchsheel Park, OHT (Overhead Tank)
42	DJB Site, B-Block, GK-, Archana Complex, Near NDTV Office.
43	DJB Site, DDA flats khirki pump house
44	AAMC Gali no.4,DDA flats,Madangir
II.	2.SOUTH WEST DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	DADA dev hospital,Palm Road Dabri,New Delhi
2	RAO TULA Ram Hospital,Jafferpur,New Delhi
3	Indira Gandhi Hospital Dwarka Sector-10
4	Chowdhary Braham Prakash Ayurvedic Charak Sansthan, Khera Dabur, Najafgarh
	DELHI GOVERNMENT DISPENSARY
1	DGD Sector 12 Dwarka, Opposite Bensups Hospital, Sector – 12, Dwarka, New Delhi – 75
2	DGD Sector 19 Dwarka, Near Ambrahi Village Bus Stand, Sector – 19, Dwarka, New Delhi – 75
3	DGD Dwarka Sector – 10: Near Golok Dham, Sector – 10, Dwarka, New Delhi – 75
4	DGD Dwarka Court-Court Complex, Sec-10, Dwarka, New Delhi.
5	DGD Kanganheri VillageKanganheri Village, New Delhi
6	DGD JhatikaraInside Community Centre, Village Jhatikara, New Delhi – 43.
7	DGD Nangli SakravatiNear MCD Primary School, Village, Nangli Sakravati, New Delhi – 43.
8	DGD Pindwala KalanNear Govt. Sr. Sec. School, Pindwala Kalan, New Delhi – 43
9	DGD RawtaNear Community Centre, Phirni Road, Village, Rawta, New Delhi
10	DGD ChhawlaNear Radha Krissnan Mandir, Village Chhawla, New Delhi – 71
11	DGD Dwarka Sector-17Near CRPF School, Sector – 17, Dwarka, New Delhi – 75
12	DGD Dwarka Sector-14DGD Dwarka Sector-14: Near Metro Station Sec-14, Dwarka-78
13	DGD Dindarpur VillageDGD Dindarpur Village: Near Bus Stand, Village, Deendarpur, New Delhi – 43
14	DGD DhansaDGD Dhansa: Near Bus Stand, Village Dhansa, New Delhi – 73
15	DGD Jharoda KalanNear Bus Stand, Village Jharoda Kalan, New Delhi – 72
16	DGD Malik Pur VillageNear Bus Stand, Village Malik Pur, Delhi – 73
17	DGD Mundela KhurdInside Chaupal, Village Mundela Khurd, New Delhi – 73
18	DGD IssapurNear Community Centre (Red Color Building), Village Issapur, Delhi
19	DGD BamnoliInside Chaupal, Village, Bamnoli, New Delhi
20	DGD Raj Nagar Part-IINear Dada Dev Bus Stand, (Mother Dairy), Sector-8 Dwarka, New Delhi
21	DGD KapasheraOpposite Fun'n Food Village Club, Village Kapashera, New Delhi
22	DGD Mangla PuriMangla Puri Sadh Nagar, New Delhi
23	DGD Dwarka Sector – 2Near Bhaskaracharya College, Sector – 2, Dwarka, New Delhi
24	DGD Janakpuri Post Office Compound, Opp. Maharaja Suraj Mal College, Behind Fire Brigade Station, C-4/B Janakpuri, New Delhi-110058.
25	DGD Janakpuri NewA4/A Sardar Mota Singh Marg, Near Chander Nagar, Janak Puri, New Delhi-110058

26	DGD Jeewan ParkD-2/61 Jeewan Park (Pankha Road) Uttam Nagar New Delhi-10059
27	DGD Nawada Plot No. 59, Sainik Enclave, Kh. No. 138 Near Bipin Garden Extension, New Delhi-110059
28	DGD Shiv ViharD Block JJ Colony, Shiv Vihar Hastal, Uttam Nagar, New Delhi-110059
29	DGD Ram Dutt EnclaveA-1/16 Pankha Road Janakpuri, New Delhi-110058
30	DGD Vikaspuri, KG 1 Block Vikaspuri New Delhi-110018
31	DGD Nangli Jalib, WZ 54 Janakpuri New Delhi-110058
	POLY CLINICS
1	Aam aadmi poly clinic pandwala kalan
2	Aam aadmi poly clinic sec 14 dwarka
3	Aam aadmi poly clinic chhawal stand najafgarh
4	Aam admi polyclinic DDA flats Bindapur
	AAM AADMI MOHALLA CLINICS
1.	Irrigation and Flood Control site- Nalah Opp. Vikaspuri, Near Narula Ice-Cream Parlour
2.	AAMC B-43, AS/F, Vikas Nagar
3.	AAMC Plot No. B-340 Vikas Nagar, Vikas Vihar
4.	AAMC B-5, Shiv Vihar, Col Bhatia Road, Tyagi Chowk
5.	A-5b Marble Block Vikas Nagar N.D. 59
6.	DJB Site C-Block, Vikaspuri, Back Side of Indira Gandhi Insitute, Delhi
7.	AAMC B-5, Shiv Vihar, Col Bhatia Road, Tyagi Chowk (evening shift)
8.	DJB site, Q Block, Mohan Garden, Delhi
9.	AAMC A-32/33 A Ext. Mohan Garden
10.	H.No. L-2/D-69A, Mohan Garden Uttam Nagar
11.	Rental AAMC, Plot No. 324 Aryan Garden Raod, Om Vihar Uttam Nagar
12.	V-165, Bhagwati Vihar Sector-A Near Gulab Masjid, Uttam Nagar, Delhi-59
13.	N-13, Mohan Garden, Gurudwara Road, New Delhi-59
14.	H.Np-49, Raksha Enclave, Nehru Chouk, Mohan Garden, Uttam nagar, Delhi-
15.	DJB site, Q Block, Mohan Garden, Delhi (evening shift)
16.	AAMC, Govt. Girls School Dwarka Sec.-3 South West , ID 1821203, (AC-33 Dwarka)
17.	AAMC, Rain Basera punarwas colony Dwarka Sec.-1(AC-33 Dwarka)
18.	AAMC, RZ-269/396, Gali No. 10C, Indra Park, New Delhi
19.	AAMC, Rajkiya pratibha vikas Vidyalaya Sec.-10 Dwarka School ID 1821137, (AC-33 Dwarka)
20.	Rz 265/1 Kh No 143 Village Nasirpur Durga Park New Delhi 45
21.	AAMC, Govt. Girls School Dwarka Sec.-3 South West , ID 1821203, (AC-33 Dwarka) (evening shift)
22.	AAMC, RZ-269/396, Gali No. 10C, Indra Park, New Delhi (evening shift)
23.	AAMC West sagarpur
24.	AAMC Opposite Plot No. F-148, J J Colony, Phase-II, Sector-3
25.	AAMC Govt Co-ed Sr. Sec. School, Jhatikara (School Id-1822032)
26.	Shikarpur
27.	Rewla Khanpur
28.	Goyla Khurd
29.	Dindarpur
30.	Govt Co-ed Senior Sec School, Pochan Pur, District South West, School ID:1821037 (AC-34 Matiala))
31.	AAMC, Khasra No. 161/162, B Block Qutub Vihar, Near Hanuman Chowk, New Delhi
32.	AAMC, B-38A Banwarli Lal Complex 25 Feet Road, Shyam Vihar Phase I, Najafgarh, New Delhi
33.	AAMC, C-92, Sahyog Vihar, J J Colony Sec-3 Dwarka, Near Masjid, New Delhi
34.	AAMC, School Id-1822010, Govt Boys Senior Secondary School, Ghumanghera
35.	AAMC, H. NO. 33, Pochanpur, Near Harizan Choupal, Sec-23 Dwarka, New Delhi
36.	C-15, Nishant Park Kakrola
37.	E 134/5 Qutub Vihar Phase 1,Bhai Bhai Road

38.	H No 2 Munrika Kunj Dinpur , Najafgarh
39.	A 69, Bharat Vihar, Kakrola, Dwarka, New Delhi
40.	AAMC, B-38A Banwarli Lal Complex 25 Feet Road, Shyam Vihar Phase I, Najafgarh, New Delhi (evening shift)
41.	AAMC E-159, A Mansaram Park, Uttam Nagar, New Delhi
42.	Dhansa
43.	AAMC, G.B S.S.S, Chhawala , (AC-34, Matiala)
44.	AAMC, Govt. Co-ed Senior Secondary School, Rawta
45.	Issapur
46.	Mitraon
47.	Kazipur
48.	Malikpur
49.	Ujwa
50.	School ID:1822055, Govt Co-ed Senior Secondary School, Jaffar Kalan (AC-35, Najafgarh)
51.	School ID:1822003, Sarvodya Senior Secondary School, Surera (AC-35, Najafgarh)
52.	School ID:1822004, Mundela Kalan, Govt. Co-ed, Senior Sec School (AC-35, Najafgarh)
53.	School Id-1515022, Govt. Co-ed Sr. Sec School Pandwala Kalan
54.	AAMC, SSSS, Paprawat, AC-35, Najafgarh
55.	AAMC, SKV, Chhawala , (AC-34, Matiala)
56.	AAMC, Govt. Co-ed Senior Secondary School kangneri (AC-34 Matiala)
57.	AAMC, Govt. boys Senior Secondary School kair (AC-35)Najafgarh School Id-1833055
58.	AAMC, RZD-247A, Gali No. 18, Ajay Park, Najafgarh, New Delhi
59.	AAMC, RZ-38A Gali No. 5, Main Gopal Nagar, Najafgarh, New Delhi
60.	AAMC, 100A Dwarka Vihar Colony, Phase 1, Najafgarh, New Delhi
61.	Plot No-34B, Guru Nagar, Najafgarh
62.	Rz-123, Nehru Garden Colony, New Roshan Pura, Najafgarh
63.	Plot No. 36, Khasra No. 48/15/2, Gopal Nagar, Vill. Haibat Pur, Najafgarh
64.	Jharoda Kalan
65.	Dichoan Kalan
66.	B-31, Indra Park, Najafgarh New Delhi
67.	Plot No. 123, D Block Prem Nagar, Najafgarh, New Delhi-110043.
68.	Hasanpur
69.	Grain Market Najafgarh
70.	Deendarpur Hospital Site,Near goyala dairy
71.	AAMC, Govt. Coed sec. school Dwarka sce 16 School Id 1821242 (AC-33)
72.	AAMC, RZ F-1120 Lohia Marg, Pandit Chowk, Raj Nagar II, Palam, New Delhi
73.	DJB site, Gali numkber 7, near girl primary school number-2, Kapashera Extension
74.	AAMC, G-70/4 Mandir Marg, Mahavir Enclave, New Delhi
75.	AAMC, RZD-87A/1 Dabri Extn. Gali No. 9, New Delhi
76.	AAMC, G-70/4 Mandir Marg, Mahavir Enclave, New Delhi (evening shift)
77.	DJB Site Palam Village Tube well No.1
III.	3.SOUTH EAST DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Nehru Homeopathic Medical College and Hospital
	DELHI GOVERNMENT DISPENSARY
1	DGD Batla house,Near Barat Ghar, Batla House Okhla,ND
2	DGD Garhi97-108,B Block slum Tenament, Garhi East of Kailash,ND-65
3	DGD Kalka jiQ-577-580&594-595,Near IV story DDA Flats Kalka ji
4	DGD MolarbandMulti Purpose community centre Builing,Meethapur Chowk,Molarband,New Delhi
5	DGD Sangam ViharD-1 /36 Sangam Vihar Mangal Bazar Road ,ND-62

6	DGD Sunlight Colony Behind Jeevan Nursing Home Sunlight Colony
7	DGD Srinivasपुरi J-Block, Private colony Srinawपुरi
8	DGD Sarai Kale Khan 69A-76A, Block 18-19 DDA flats Slum Tenement, Sarai Kale Khan
9	DGD Tajpur Pahari DGD cum AAMC Tajpur Pahari, Porta Cabin
	POLY CLINICS
1	Polyclinic Madanpur Khadar, Block B2 J J Colony Road Madanpur Khadar
	AAM AADMI MOHALLA CLINICS
1.	DUSIB Community Centre, Sunlight-II.
2.	DUSIB Community Centre, Kasturba Niketan, Lajpat Nagar-II
3.	DJB Sewer Store, Bhogal, Near Dhobi Ghat, Jangpura
4.	AAMC, Night Shelter Premises on main station road, Sarai Kale Khan, Rain Basera,
5.	AAMC, Aapna Bazar, Nehru Nagar
6.	DJB Sewerage Store, Sheetala Mata Mandir Bapu Park, Kotla
7.	DJB Site, Q-Block, DJB Pump house near railway crossing Pant Nagar, Jangpura
8.	DJB Booster Pumping Station, near Hukka Ghar, Garhi Village
9.	DJB Tubewell Room, A-Block (Opposite J.C.O. Club), Defence Colony
10.	DUSIB Community Centre, Pant Nagar
11.	DJB Office, B-Block, Lajpat Nagar-I
12.	DJB Pump House, Block-6, Double Story, Amar Colony, Lajpat Nagar-4, Pijanji Gaanv
13.	DJB Sewer store, A-Block, Sewa Nagar (Near MLA Office)
14.	F 3/279 D Gali No 3, Sangam Vihar
15.	E 622/7C Ground Floor, Sangam Vihar
16.	15/74 H Block Raita Marg Sangam Vihar
17.	H. NO.208, G-Block, Gali No-12, Ratiya Marg, Sangam Vihar, Nd-80
18.	AAMC Under Footover Bridge Batra Hospital near Sant Narayan Mandir Bus Stand
19.	J-2-B/75, Gali No-2, Gupta Colony, Sangam Vihar
20.	DJB sites D-607 CR Park Jal Board Pumping House (202)
21.	DJB EPDP, B-Block CR Park GK Vidhansabha
22.	DJB Site, 47-block, 429 Bus stop DDA flats Kalkaji. 87-S CR Park Greater Kailash (201)
23.	DJB land behind M-Block Market Opposite M-32, Adjacent to W-Block office of JE (Water) (208)
24.	DJB Pumping Station (Water Booster) Transit Camp, B-Block, near Petrol Pump Govind Puri
25.	Labour Court Complex, Giri Nagar
26.	DJB land, Tehkhand, Sabzi Mandi
27.	DJB, HR Block Booster Opposite LIG Flat, Prahladpur
28.	DJB Land-M.B. Road, Tughlakabad
29.	Bus Stand Pul Prahladpur MB Road
30.	AAMC MB Road Sri Maa Anandmayi Marg Prem Nagar
31.	DUSIB Land (Opp. Vidya Ankur School) Gautam Puri, Phase-I
32.	Jan Kalyan Smittee, Saurabh Vihar, Jaitpur (Rent free site)
33.	DJB Pumping Station, Harijan Basti, Meethapur
34.	Gram Sabha Land Opp. MLA Office, Molarband
35.	Gram Sabha Land Near Barat Ghar, Tajpur
36.	K 168 Gali No 8, Arpan Vihar Jaitpur Extn Part 2 Badarpur
37.	A 101 Jaitpur Extn Art I Badarpur New Delhi 44
38.	House No. 355, Jaitpur Extension, Part II,
39.	Badarpur, New Delhi-44
40.	AAMC cum DGD Tajpur Pahari
41.	Community Centre, Aali Vihar
42.	PWD Road side land (between Sukhdev Vihar Red light & Sukhdev Vihar Metro Station), Sukhdev Vihar
43.	H NO 82, Jasola Village

44.	H. No-128, Madanpur Village, Okhla Assembly
45.	R 34 A/1, Jogabai Extension, Okhla, New Delhi-25
46.	F 12, Haji Colony, Jamia Nagar, Okhla, New Delhi-25
47.	23 Old Jasola Village, Okhla
48.	AAMC Flood Control land AbulFazal Enclave
49.	AAMC Flood Control land Shaheen Bagh
50.	S-10/D-15, Joga bai Extn. Zakir Nagar, Okhla, New Delhi
51.	C-5 Behind Masjid Noor Jogabai Ext. Khazuri Road, Okhla, New Delhi
IV.	4.CENTRAL DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Lok Nayak Hospital
2	Aruna Asif ali Hospital
3	Govind Ballabh Pant Hospital
4	Sushruta hospital and trauma care
5	Dr. N.C. Joshi Memorial Hospital
6	Poor House Hospital
7	Guru Nanak Eye Centre
8	Ayurvedic and Unani Tibbia College and Hospital
	DELHI GOVERNMENT DISPENSARY
1	DGD Ajmeri GateFirst floor Community Centre,4527 Gali Shahtara near by Chawri bazar metro station gate no 1
2	DGD Ballimaran1404 Gali Qasim Jaan Ballimaran Delhi-110006
3	DGD Chamelian Road6562/13, Chamelian Road, Delhi-110006
4	DGD Dujana House Matia Mahal Jama Masjid Delhi 110006
5	DGD Gali Samosan1116 Gali Samosan, Farash Khana Delhi 06
6	DGD RegarpuraFast Floor Jag jivan niwas Regarpura Karol Bagh
7	DGD Motia Khan73-77 Jhandewalan Extension Karol Bagh New Delhi 110055
8	DGD Nabi KarimO/o CDMO central, ground floor, gali no.4, bagichi allaudin, nabikarim paharganj delhi-110055
9	DGD Paharganj4488 bhagat singh gali main bazar Paharganj
10	DGD Suiwalan758 , Gali Wakil Wali Suiwalan Delhi - 6
11	DGD Gali GuliyandGD Gali Guliyani Paiwalan Jama Masjid Delhi 110006
12	DGD Tank RoadDGD Tankroad Ist Floor community hall tank road, karol bagh
13	DGD Jharoda MajraKh. No. 40 Village Jharoda Majra Burari Delhi 84
14	DGD Pul Bangash9219, Tokri Walan Nawab Ganj , Delhi-110006
15	DGD Mukund Purnear Shiv Mandir Main Road DGD Mukundpur
16	DGD Sarai Rohillao-Block CSA Colony
17	DGD Shahjada Baghshahzada Bagh, Tent Wali Masjid, Near Inderlok Metro, Station.
18	DGD Inderlok1 Floor Community Hall Barat Ghar Inderlok
19	DGD Timarpurb-545 Da Flats Timarpur
20	DGD Wazirabadgali No-3 Wazirabad
21	DGD Majnu Ka Tilaf- Block Majnu Ka Tilla
22	DGD SachivalyaDGD Delhi Secretariat, Delhi Sachivalya Building, 2nd Floor, ITO, Delhi
23	DGD Trade & TaxDGD Trade & Taxes, Trade & Taxes Bulding I.T.O
24	DGD Gulabi Baghdelhi Govt Admin Flat Gulabi Bagh Near Community Hall And Mother Diary
25	DGD Old Sectt.DGD Old Sectt, In Vidhansaba, Near Sbi Bank Vidhansaba
26	DGD Tis Hazari Tis Hazari Court, First Floor, Room No-141
27	DGD Rouse Avenue
28	SPUHC Samta Viharkanak Niwas, House No. 1 Gali No. 11 Samta Vihar Main Road, Mukundpur, Burari

29	SPUHC JagatpurKhasara No. 1001, Gali No. 12 Jagatpur Extension, Delhi-110084
30	SPUHC NathupuraKhasara No.13/5/2 Prem Nagar Main Road Nathupura Delhi-110036
	POLY CLINICS
1	Polyclinic DDA Flats Timarpur
2	Polyclinic Ballimaran
	AAM AADMI MOHALLA CLINICS
1	Takia Chowk Chopal, Burari Village, Delhi(Rent free)
2	D-7, khasra no. 34, Hardev Nagar village, Jharoda Majra (same as Constructed property of Sh. Gulab , wazirabad)
3	Jharoda, Milan Vihar, Burari
4	Burari,Uttarakhand Enclave
5	DJB Site, Pradhan Enclave, Badarpur Majra.
6	Burari Jogi Chopal, Vijay Colony, Delhi
7	Mohalla Clinic Nathupura: - Budh Bazar Road, Nathupura, Burari, Delhi
8	AAMC, Amrit Vihar, Khasra No - 38/18 Burari, Block A, Delhi 84
9	AAMC Kaushik Enclave, H NO- 78, Gali No- 16, Burari, Delhi-84
10	AAMC Lakshmi Vihar, H NO- 71, Khasra No -417, Gali No- 6b, Burari
11	AAMC Baba colony, Khasra No- 93/4, Gali No- 13, A Block Burari, Delhi
12	AAMC Sant Nagar, H no- 2165, Block B, Gali no- 60b, Burari, Delhi-84
13	Takia Chowk Chopal, Burari Village, Delhi(Rent free) (evening shift)
14	Ram Ghat Wazirabad
15	Near PWD office, Awtar Singh Marg, Gopal Pur.
16	DJB SE office Lucknow road
17	Near crossing under sangam vihar flyover
18	DJB Site, A Block, Nehru Vihar, Mukherjee Nagar, Timarpur
19	AAMC Aruna Nagar E-28, Aruna Nagar, Majnu Ka Tila, Delhi.
20	Kabir Basti Malka Ganj (within premise of Raghushalla, Delhi
21	AAMC Dr. Satijawali Gali, Malka Ganj, Delhi-110007
22	AAMC Wazirabad Khasara No -120, Gali No-17, Main Road, Wazirabad, Delhi.
23	AAMC Wazirabad Khasara No -120, Gali No-17, Main Road, Wazirabad, Delhi. (evening shift)
24	AAMC Sindorakalan Opposite nav bharti school sindorakalan, Delhi
25	AAMC Kamla Nagar, Opposite Primary School Madavaliya School, Kamla Nagar, Delhi 07
26	AAMC Sindorakalan Opposite nav bharti school sindorakalan, Delhi (evening shift)
27	AAMC Kamla Nagar, Opposite Primary School Madavaliya School, Kamla Nagar, Delhi 07 (evening shift)
28	Below Metro Near Sai Mandir Ac-19 Sadar Bazar
29	AAMC Yamuna Pushta Rain Basera Yamuna pusta AC-20 Chandi chowk
30	AAMC Hanuman Mandir Rain Basera, Hanuman Mandir, ISBT, Delhi.
31	Lala Hardev Sahay Marg, ISBT, Kashmere Gate.
32	AAMC Tis Hazari
33	Plot no. 10797/XV, Opp. Hari Mandir School.
34	AAMC Multani Dhanda Plot no.9857-59, gali no.5/6, Mutani Dhanda , Paharganj
35	Karol Bagh, DJB Office, Motia Khan, Karol Bagh.
36	AAMC Aram Bagh Near Central Park Aaram Bagh Road, Delhi-05
37	AAMC, Khalsa College, Karol Bagh
38	AAMC Multani Dhanda Plot no.9857-59, gali no.5/6, Mutani Dhanda , Paharganj (evening shift)
39	DJB Ramjas pani Tanki, Tank Road, Karol Bagh.
B	2. NORTH CLUSTER
I.	1.NORTH DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Babu Jagjivan Ram Hospital Jahangirpuri

2	Maharishi Valmiki Hospital Pooth Khurd
3	Satyawadi Raja Harish Chander Narela Hospital
	DELHI GOVERNMENT DISPENSARY
1	DGD Bakhtawarpur
2	DGD Bhalaswa Dairy
3	DGD Bhalaswa, Jj
4	DGD Bhorgarh
5	DGD Daryapur Kalan
6	DGD Gurmandi
7	DGD Harewali
8	DGD Holambi Kalan Ph-2
9	DGD Jahangirpuri H-Block
10	DGD Jahangirpuri B-Block
11	DGD Katewara
12	DGD Kherakalan
13	DGD Mukhmel Pur
14	DGD Sannoth
15	DGD Modal Town
16	Seed Puhc Swaroop Nagar
17	DGD Prashant Vihar
18	DGD Sec-13
19	DGD Sec-18
	POLY CLINICS
1	AAM ADMI POLYCLINIC NARELA
2	AAM ADMI POLYCLINIC SEC -18 ROHINI
	AAM AADMI MOHALLA CLINICS
1	Lampur , Gram Sabha
2	AAMC Holambi Kalan, H.No.246 Tyagi mohalla Holambi,
3	AAMC Alipur (Rented), Sant Kirpal Singh Public Trust,811 GT Road Alipur
4	H NO 72 VILL JHANGOLA ALIPUR
5	DJB ZE & ZRO Office, Sanjay Colony Saifabad Road, Narela
6	DJB Store, Alipur Garhi, Main Alipur Narela Road
7	Tikrikhurd Gram Sabha.
8	Mukhmelpur Gram Sabha.
9	Alipur, Gram Sabha
10	Hamidpur, , Gram Sabha
11	Tiggipur, Gram Sabha
12	Kherakhurd Gram Sabha.
13	DJB Pump House, Hiranki Kushak Village, Narela
14	DJB Booster Pump House, Singhu Village, Near Temple, Opposite Mahalakshmi Dairy,
15	Singhu , Gram Sabha
16	Bakner , Gram Sabha
17	AAMC Mukherjee Park/Munshi Ram Dairy
18	AAMC Azadpur Sabzi Mandi
19	AAMC Azadpur Amber Tower
20	AAMC Azadpur Fruit Mandi
21	AAMC Azadpur (Rented), H.No.467 D Near Budh Mandir ,Village Azadpur
22	AAMC Azadpur (Rented), H.No.467 D Near Budh Mandir ,Village Azadpur (evening shift)
23	AAMC Bhalswa Dairy (Rented), A-215,Bhalaswa Dairy Near Police Station
24	Khasra No. 362, Village-Bhalsawa, Jahangirpuri, Gurunanak Dev Colony, Delhi
25	Ee 2548-49, Jahagir Puri Delhi

26	DJB JE (Water) Office, Mandir Mohalla, Badli
27	DJB Booster Pumping Station, Sanjay Gandhi Transport Nagar, Delhi-42
28	Mata Jaswant Kaur Charitable Trust, Kh. No. 55/1/1, Gali Rohil Dharamkanta, near Rohil Automobiles, Prahaladpur, Bangar, near Sec-31, Rohini, Delhi-85
29	Plot No 162 Sanjay Nagar Extn Auchandi Road Bawana Near Fire Station
30	Auchandi Gram Sabha.
31	Mungespur Gram Sabha.
32	AAMC Bawana (Rented), 126, Ishwar Colony Ext. 3
33	DJB ZRO Office, Majlis Park, Malik Ram Tandon Marg, Azadpur, Delhi -33
34	AAMC Vijay Nagar, Polo Road
35	AAMC Sector 17 Rohini Near Tpdcl Office Near Nala
36	AAMC Sector 16 Rohini Near Fire Station Near Nala
37	F4/6, Sector 16 Rohini, Delhi 85
38	Opposite Happy Home School DJB Site, Sector-11, Rohini
39	DUSIB Site, Amar Jyoti Colony Community Center, Sector-17, Rohini
40	DUSIB Plot, Sardar Colony, Sector-17, Rohini
41	Hno: 271 pole no 521-1/2/7/5 Village Sultanpur Dabas Neemwali gali ,delhi 39
II.	2.NEW DELHI DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Dr. B R Sur Homopathic Medical College, Nanakpura, New Delhi -21
	DELHI GOVERNMENT DISPENSARY
1	DGD Basant Goan
2	DGD Budh Nagar
3	DGD Delhi High Court
4	DGD Inderpuri
5	DGD Mahipalpur
6	DGD Mayapuri
7	DGD Motibagh
8	DGD Nangal Raya
9	DGD Patiala House Court
10	DGD Rajokari
11	DGD Sagarpur
12	DGD Shahbad Mohammadpur
13	DGD Supreme court
14	SPUHC Samalka
	POLY CLINICS
1	Aam Aadmai Polyclinic Basantgaon, Near Mother Dairy, Basantgaon, New Delhi-57
	AAM AADMI MOHALLA CLINICS
1	AAMC Inside sarvodya SR. SEC. SKV Janakpuri D- Block NO. 1 in the school campus , Delhi
2	Harijan chaupal, samalka
3	Mehram Nagar
4	PWD site on main road entry Village Old Nangal
5	WZ-42, Todapur village I.A.R.I Delhi 110012
6	Basti Vikas Kendra, F- Block Budh Nagar, Inderpuri
7	WI-775, Naraina, Near Railway Line No. 28
8	Toilet platform near store, F-Block Budh Nagar, Inderpuri
9	80 -A/4, G/F , Near Canara Bank., Village Munirka, New Delhi-110067
10	Kusumpur Pahari
11	Holi Chowk Rajokri
12	Near Masoodpur Crossing, & Veterinary Hospital.
13	Plot No.-223, Khasra No.-630min, Ghitorni (AC-46), Chattarpur

14	AAMC New Mohammadpur
15	AAMC, C-76 Mayapuri
III.	3.NORTH WEST DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Dr. BSA Hospital Sector 6, Rohini, Near Rohini West Metro Station, Delhi, 110085
2	Bhagwan Mahavir Hospital Pitampura, Delhi-34
3	Sanjay Gandhi Memorial Hospital Block S, Mangolpuri, Delhi, 110083
4	Deep Chand Bandhu Hospital Opp. Bharat Nagar Police Station, Bunkar Colony, Ashok Vihar Phase IV, New Delhi, Delhi 110052
5	Atter sain Jain Hospital Lawrence Rd, Keshav Puram, Dr Lohia Industrial Area, Patparganj Industrial Area, Shakurpur, New Delhi, Delhi 110035
	DELHI GOVERNMENT DISPENSARY
1	DGD Ashok Vihar
2	DGD Jaunti
3	DGD C-7 Keshavpuram
4	DGD Kirari
5	DGD Madanpur
6	DGD Majra
7	DGD Mangolpuri
8	DGD Nizampur
9	DGD Rani Khera
10	DGD Rohini Court
11	DGD Sector-8
12	DGD Sangam Park
13	DGD Savda Ghevra
14	DGD Shakurpur
15	DGD Ac-1 Shalimar Bagh
16	DGD Bb Block Shalimar Bagh
17	DGD Sultanpuri
18	DGD Wazirpur Industrial Area
19	DGD Wazirpur Jj Colony
20	Seed Puhc Begumpur
21	Seed Puhc Budh Vihar
22	Ssed Puhc Prem Nagar-2
23	Seed Puhc Prem Nagar-3
24	Seed Puhc Laxmi Vihar
25	Seed Puhc Pratap Vihar
26	Seed Puhc Inder Enclave
27	DGD Sector-21
	POLY CLINICS
1	Polyclinic Keshav Puram B-4B-4, Keshavpuram, Near Tyagi Public School, Delhi-52
2	Polyclinic Pitampura CD Block, Vishaka Enclave, Delhi-88
3	Polyclinic Rohini Sector-2 Near Avantika, DGD Building, Sector-2, Rohini
4	Polyclinic Saraswati Vihar C-Block, Saraswati Vihar, Delhi-34
5	Polyclinic Wazirpur Phase-3 Wazirpur, Ph-III, Sawan Park, Near Post Office, Delhi
6	Polyclini Rohini Sector-49, Pocket A-1, Pocket 3, Sector 4, Rohini, New Delhi, Delhi 110085
7	Polyclinic Rani Bagh Rani Bagh Near Haryana Bhawan
	AAM AADMI MOHALLA CLINICS
1	AAMC, Avantika, Near DJB Office, next to MLA office
2	AAMC Rithala village, Rithala Nala
3	AAMC , Mange Ram Park, Budh Vihar, PH-II

4	kh no:65/10 ,Q-44, Budh Vihar, Phase-1, Opp.Surya Market, Delhi.10086
5	C-2/26-27/Sec-5, Delhi, Rohini
6	Old Sewer Treatment Plant, Rithala More, Rithala Goan, Near Mcd School
7	Djb Site, Sector-1, Rohini
8	Kno:102/10 ,H.No.E-31, Rajiv Nagar, Begumpur, Opp.Sector-22, Rohini, Delhi.110086
9	Gf-352, Pocket-5, Sec-22, Rohini
10	H No 78 11 B Sector 23 Rohini Delhi 85
11	H. No-39, Block-A, Deep Vihar Pansali, Delhi-42
12	C-1/37, Krishan Vihar, Kh.No-74/6, Pooth Kalan
13	41-B, Land Area Kh-No-1812, Begum Pur Extn,, Delhi-86
14	Plot No 4 Main Narela Road Vpo Ghevra Delhi 81
15	Kanjhawala (School Site)
16	AAMC Ghevra Village
17	P No 105 C Khasra No 14/1 Shiv Vihar Karala Delhi 81
18	Madanpur Dabas
19	Property No. 285, Khasra No. 142 Ground Floor Main Kanjhawla Road (Rent Free)
20	OHT Karala
21	AAMC Sawda
22	AAMC B-125, Mohalla Clinic Pratap Vihar-3 Kirari Suleman Nagar, Delhi- 86
23	Kh no: 193 ,Shish Mahal enclave , prem nagar 3, Delhi 86
24	H.No. C-441, Khasra No. 42/3, Inder Enclave, Phase-1, Delhi-86
25	Wz/187, Prem Nagar-2, Kirari , Suleman Nagar, Nangloi
26	H No 24 Village Kirari Near Jaat Chaupal Delhi-86
27	DJB Office ,Mubarakpur Dabas Village.
28	Djb Pumping Station,Niti Vihar, Kirari
29	Plot No. 154, H-Block, Gali No. 5, Khashra No. 1337 And 1342, Prem Nagar 1, Kirari Suleman Nagar, Delhi - 110086
30	Nithari Near Chhatt Ghat
31	Q Block, Prem Nagar-li, Rwa Land, Kirari
32	AAMC Karan Vihar, Kirari, Delhi(Rent Free)
33	P 2/652, Sultanpuri J.J.Colony, Delhi-110086
34	H.No.E 7/84, Near Sani Bazar Road, Sultanpuri, Delhi
35	Djb Site, Block E-2 Water Tank, Sultanpuri
36	Djb Site, Dda Market, Gh-Block, Sulatanpuri
37	P 2/699-700, Sultanpuri J.J.Colony, Delhi-110086 (Evening Shift)
38	NWD-125, Y-Block, Building of DUSIB, Adjacent to Barat Ghar, Opposite Indian Gas Agency & gym Park,Sultanpur Majra
39	Outside Govt. Sr. Secondary School, Mangolpuri khurd delhi. AC-12 Mangolpuri
40	AAMC Sector-3 Rohini
41	AAMC Sector-4, Rohini shifted to Vijay Vihar (I-76 Vijay Vihar Phase-II, street -10 Delhi)
42	DJB Site, Old Booster Pump, C-Block, Mangolpuri
43	J-Block in National Flag Park Mangol Puri (Property DUSIB in Possession NDMC)
44	Outside Govt. Sr. Secondary School, Mangolpuri khurd delhi. AC-12 Mangolpuri (evening shift)
45	AAMC DJB Office, Opposite pocket B-7, Sector-3, Rohini
46	DJB JE Office, Naharpur, Sector-7 Rohini
47	In front of Amrit Enclave Shahid Bismil Marg Deepali Chowk, AC-13, Pitampura
48	Under Ground Booster Pump, Sector 6, Rohini, Near Petrol Pump
49	DJB SE-30, Singalpur Village, West Shalimar Bagh
50	Along Railway wall kela godan road opposite BC block Shalimar Bagh AC-14 Shalimar Bagh delhi.
51	BH Block, 700 A, East Shalimar Bagh, Janta Flat, Delhi-88
52	UGR and BPS at WP block- Pitampura Delhi- 34

53	UGR and BPS at VP block- Pitampura Delhi- 34
54	DJB Site,CA Block Pitampura
55	Dead end of Road No. 320 , Near DA Block Shalimar Bagh
56	DJB Office, Gobind Kunj, Gobind Mohalla, Haiderpur, Shalimar Bagh
57	BH Block, 700 A, East Shalimar Bagh, Janta Flat, Delhi-88 (evening shift)
58	Near Ran Basera, Cement siding, Shakur Basti Railway station
59	DJB Office, E Block,Saraswati Vihar, Shakurbasti
60	DJB Land,C-1 West Enclave
61	M block, Shakurpur (MCD)
62	DJB Office, Lawrence Road Industrial Area
63	DJB Office, Road No. 44, Harsh Vihar Pitampura
64	DJB Site, President Estate Near Kanhaiya Nagar Metro Station, Tri Nagar
65	E block Shakurpur, DJB Site
66	DJB Site, D block, Shakurpur, JJ Colony
67	DJB Office, Lawrence Road Industrial Area In-front of NAFED Store
68	Vacant Land opposite House no 831Block-G, Shakurpur, Ranjeet nagar DGD Shakurpur
69	Vacant land of Dusib, In front of house no.-307, Block - I, Shakurpur, Ranjeet Nagar DGD Shakurpur AC-16, Tri Nagar
70	Adj. Delhi grant. Library MCD Sulabh Shauchalaya, Opp. Dusib sulabh toilet, Wazirpur, JJ Colony, Ranjeet Nagar AC 17 Wazirpur
71	DJB Site, Complaint office DJB north-west, Block-E, Nimri colony site
72	DJB complaint office beriwalla bagh Ashok vihar Phase-2 ward-73 Wazirpur
73	Shiv Mandir, Sewa Samiti, Wazirpur Village, Delhi-52
74	A-2/131, Keshavpurm, Delhi.110035
75	C-3/76 Keshavpuram Delhi 35
76	DJB Office, Ashok Vihar-IV, Wazirpur
77	DJB Pump House,Keshavpuram
78	AAMC Sahyog Vihar Container
79	AAMC Near Railway Station Container
IV.	4.WEST DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Deen Dayal Upadhaya Hospital, Hari Nagar, Delhi
2	Guru Gobind Singh Govt. Hospital, Near Ghode wala Mandir, Raghubir Nagar
3	Acharaya Shri Bhikshu Govt. Hospital, Moti Nagar, Delhi
4	Sardar Vallabh Bhai Patel Hospital, Patel Nagar, Delhi
5	Janakpuri Superspeciality hospital, Janakpuri, Delhi
6	Central Jail Hospital, Hari Nagar Tihar Jail
	DELHI GOVERNMENT DISPENSARY
1	DGD Bakkarwala
2	DGD Baljit Ngar
3	DGD Baprolla
4	DGD Chowkhandi
5	DGD Hiran Kud
6	DGD Jwala Puri
7	DGD Khyala
8	DGD Mundka
9	DGD Nangloi
10	DGD New Ranjit Ngar
11	DGD Pashchim Puri
12	DGD Prem ngar
13	DGD Raghubir ngar

14	DGD Ranjit Ngar
15	DGD Tihar Jail
16	DGD Tikri Kalan
17	DGD Tilangpur Kotla
18	DGD Anand Parbat
19	DGD Jaidev Park
	POLY CLINICS
1	Poly Clinic Madipur, F Block, J.J Colony, Madipur, New Delhi-110063
2	Poly Clinic Paschim Vihar, A2 block paschim vihar New Delhi - 110063
3	Poly Clinic Tilak Vihar , Near Police Chowki Tilak Vihar, N.D.-110018
	AAM AADMI MOHALLA CLINICS
1	AAMC E-3/62, Shiv Ram Park, Nangloi
2	DJB Sewer Store, Budh Bazar Road, Camp No.2, JJ Colony, Nangloi, Delhi
3	Gram Sabha Land, Multi Purpose Community Centre Village, Nilothi, Delhi
4	Gram Sabha Land at Tikri Kalan, Delhi
5	Aggarwal Chowk, Chander Vihar, Nilothi Ext. II
6	AAMC C-62, Adhyapak Nagar, Nangloi, New Delhi
7	AAMC Ho.No. 9, Gali No. 3, Lekh Ram Park, Tikri Kalan
8	AAMC E-3/62, Shiv Ram Park, Nangloi (Evening Shift)
9	Gram Sabha Land, Multi Purpose Community Centre Village, Hirankudna, Delhi
10	Gram Sabha Land, Multi Purpose Community Centre Village, Nilwal, Delhi
11	AAMC C-62, Adhyapak Nagar, Nangloi, New Delhi (Evening Shift)
12	B 515 Ground Floor Kh N 72/5 Chandan Vihar Nangloi
13	Djb Site, Camp No.10, Y-Block Nangloi Jat.
14	Rz-F-168 A, Satsang Road, Nihal Vihar
15	Pwd Road Site, Sai Baba Mandir To R-Block, Jawala Puri Road.
16	Peeraghi, Near Pwd Office, Nangloi Jat
17	AAMC Rz B/149, Nihal Vihar
18	AAMC Rz-E-244, Thanewali Road, Nihal Vihar
19	C-229, Laxmi Park, Nangloi, West Delhi
20	Irrigation and Flood Control site- Bhim Nagar, Near DTC Depot, Nangloi
21	RZ-F-168 A, Satsang Road, Nihal (evening shift)
22	AAMC RZ B/149, Nihal Vihar (evening shift)
23	AAMC Peeragarhi Relief camp Rohtak Road , Punjabi punarwas basti near metro pillar no. 255 delhi
24	DJB Site, BG-6, Paschim Vihar, Delhi
25	AAMC Jwala heri, Opposite Divine Public school, Major Ashwini Kanv Marg, Paschim Vihar
26	DJB Site, Reserve Bank Enclave, Paschim Vihar
27	AAMC J. J. colony meera bagh delhi
28	AAMC BVK, Paschim Puri (Rental B-32/A, New S;I, Quarter. Paschim Puri)
29	AAMC Peeragarhi Relief camp Rohtak Road , Punjabi punarwas basti near metro pillar no. 255 delhi (evening shift)
30	AAMC Jwala heri, Opposite Divine Public school, Major Ashwini Kanv Marg, Paschim Vihar (evening shift)
31	Near Gov't Sarvodya Bal Vidyalaya Shradhapuri, Boundary Wall (AC-25 Moti Nagar) Raja Garden On Ring Road Near Foot over Bridge
32	Kamla Nehru Park, near booster pump, Kirti Nagar
33	AAMC BVK, Jawahar Camp, Kirti Nagar
34	AAMC Shivanand Basti, Punjabi Bagh, Delhi
35	DJB Site, near Bhagwati Park, back site for Jheel Park, Madipur village. (DGD Madipur)
36	AAMC E-115, Raghuvir Nagar

37	Open thada, Madipur
38	Govt School, Beri Wala Bagh, subhash nagar
39	DJB Site near Vikrant Enclave Hari Nagar.
40	Fateh Nagar
41	School Id: 1514005, Sarvodya Sr. Secondary School, Gurudwara Road, Tilak Nagar
42	AAMC 12- Block Tilak nagar
43	DUSIB Site, F-Block, Tilak Nagar.
44	DJB Site, Basant Singh Park, Janakpuri, Virender Nagar
45	AAMC Bapraulla, DUSIB Land EWS Flat, Rajiv Ratan Yojna Flats Delhi
46	AAMC Plot No. 3 & 4, D Block, Jai Vihar-1, Najafgarh
47	AAMC Gali No-9, Kh. No. 79/20 Chanchal Park, Bakkaewalla, Vikas Puri
48	AAMC 150-A, Gali No. 4, Nathan Vihar, Ranholla, Nangloi
49	H No 243 Near Holi Chowk Bakkarwala Delhi 41
50	AAMC Ranholla Extension, Nangloi, Najafgarh Road (New)
51	Dusib Land, Src Colony Bakkarwala (Ac-31 Vikashpuri)
52	Djb Site 40 M G D Sewage Treatment Plant, Shivram Park, Nilothi Main Road, Mundka, Delhi
53	Irrigation And Flood Control Site- Dass Garden, Baprola
54	AAMC Gali No-9, Kh. No. 79/20 Chanchal Park, Bakkaewalla, Vikas Puri (Evening Shift)
55	Dusib Land, Src Colony Bakkarwala (Ac-31 Vikashpuri) (Evening Shift)
56	AAMC Choukhandi, Banjara Basti Community Hall
C	3. TRANS-YAMUNA CLUSTER
I.	1. EAST DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Lal Bahadur Shastri Hospital, Khichripur Kalyan Puri, Delhi-110091
	DELHI GOVERNMENT DISPENSARY
1	DGD Bank Enclave Bank Enclave, Delhi. (Opp. H.NO.75, Near park)
2	DGD Chander Nagar C-50, New Gobind Pura (ground floor), Delhi-51
3	DGD Jagatpuri 276, Gagan Vihar, Delhi-110051
4	DGD New Lahore Shastri Nagar New Lahore Shastri Nagar, Near Dy. Commissioner (East) Office, Delhi-110031
5	DGD Geeta Colony 12/113, Geeta Colony Delhi-31
6	DGD IP Extension Behind Hasan Pur DTC Bus Depot, Opp. Sidh Apartment, Indraprastha Extension, Delhi-91
7	DGD Kalyanpuri 1/1, Khichripur, Kalyanpuri, Delhi-91
8	DGD Trilokpuri Block-5 Near Chand Cinema, Trilokpuri, Delhi-91
9	DGD Mandawali Mandawali Fazalpur, Delhi-92
10	DGD Kondli / Mayur Vihar Phase-III Mayur Vihar ph-III Kondli Delhi-96
11	DGD Mayur Vihar Phase-I 436A, 437A&B, MIG flats, Mayur Vihar PH-I
12	DGD Pandav Nagar B-28, Pandav Nagar Delhi-92
13	DGD Vasundhara Enclave Vasundhara Enclave, near Mamta Public School Delhi
14	DGD Shashi Garden Basti Vikas Kendra, Pt. Bismil camp. Shashi Garden, Delhi-91
15	DGD Laxmi Nagar L-102, Jagat Ram Park, Laxmi Nagar (First floor), Delhi-91
16	DGD Himmatpuri Block-32, Himmat Puri Delhi-91
17	SPUHC Rajbeer Colony B-277, Gali no.2, Rajbir Colony, Gharoli Extn., Delhi-91
18	SPUHC New Ashok Nagar B-69, New Ashok Nagar, Delhi
19	SPUHC Ghazipur C-19, Gazipur Village Delhi
	POLY CLINICS
1	Aam Aadmi Polyclinic Kalyanvas, (Ed) Delhi-110091
	AAM AADMI MOHALLA CLINICS
1	House no. 34, near Sai Mandir, Chilla gaon

2	AAMC Trilokpuri 12 Block- H.No.12/169-170, Trilokpuri, Delhi-91(shifted to Porta cabin 12 A block,Trilokpuri)
3	Block No-2, JJ Camp, Trilokpuri
4	Block No-9 vacant and abandoned space, trilok puri
5	Block no. 35, Near DSIDC Market, TrilokPuri, Delhi
6	Block No-25 near Sant Nirnkari Samagam Bhawan, Trilokpuri
7	Block No-25 near Sant Nirnkari Samagam Bhawan, Trilokpuri (evening shift)
8	AAMC 27, Trilokpuri
9	AAMC Vasundhara Enclave: in front on Persona Elite Gym , Vasundhara Enclave Delhi
10	AAMC Pratap Chowk: Pratap Chowk, Dallupura Kondli, Delhi
11	DDA Flats Gazipur
12	AAMC Kondli Gharoli :Kondli Gharoli Dairy Farm Delhi
13	AAMC Khichripur: Block 5 Khichripur Delhi
14	AAMC Kalyanpuri: Block no. 19 Kalyanpuri Delhi
15	AAMC Prachin Shiv Mandir, Mayur Vihar phase-3, Pragati Marg Near Bharti Public School
16	AAMC Dallupura: Near Samuday Bhawan, Harijan Basti Dallupura Village Kondli DELHI
17	AAMC SPS Kondali
18	DJB Site, B.D Block Mayur Vihar Phase-II
19	AAMC West Vinod Nagar: D-55 Gali no. 11 West Vinod Nagar, Delhi
20	PWD site, Road footpath site at chander vihar, Mandawali.
21	PWD site, Road footpath site near Mohammad-e-chowk opposite Sadbhawna Appartment.
22	AAMC Shashi Garden: Shastri Mohalla Shashi Garden Delhi
23	AAMC, DJB Sewer Store, Opposite Raas Vihar, Near Mandawali Metro Station
24	Block-6, Khichripur
25	H. No. 647, near Pandit Chowk, Mandawali, Fazalpur, Delhi
26	AAMC Shashi Garden: Shastri Mohalla Shashi Garden Delhi (evening shift)
27	AAMC, CPA Building, Shakarpur
28	AAMC GANESH NAGAR:C-95A Ganesh nagar Complex, Delhi 92
29	H No 87, Gali No 10, Dhiraj Block, South Ganesh Nagar(shifted to porta cabin Ramesh Park, Gol dakhana)
30	Sabzi Mandi Gazipur
31	AAMC old Anarkali: House no. 52 Old Anarkali, Krishna Nagar Delhi
32	On Pusta road below loop at stating point of Geeta colony Fly over(Kailash Nagar side) AC-61 Gandhinagar
33	AAMC Retreat Appartment
II.	2.SHAHDARA DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Guru Teg Bahadur Hospital
2	Rajiv Gandhi Superspeciality Hospital
3	Dr. Hedgewar arogya sansthan
4	Delhi State Cancer Institute
5	IHBAS-Institute of Human Behaviour and Allied Sciences
6	Chacha Nehru Bal Chikitsalaya
	DELHI GOVERNMENT DISPENSARY
1	DGD Bhola Nath NagarGurudwara Shri Guru Singh Sabha, Teliwara Shahdara Delhi-32
2	DGD Mukesh NagarCommunity Centre , Mukesh Nagar Delhi-32
3	DGD Surajmal ViharA-Block Surajmal Vihar Delhi-95
4	DGD KarkardoomaKarkardooma Court Complex, Karkardooma Court Delhi
5	DGD Karkardooma VillageKarkardooma Village
6	Opp Saini Enclave LSC Karkardooma Delhi-92

7	DGD Ashok NagarD-542/1,Gali No.9,Ashok Nagar,Delhi-32
8	DGD Babarpur30/16 Inder Gali,Babarpur Extn,Shahdara,Delhi-32
9	DGD Dilshad GardenF-13 G1,Dilshad Garden,Delhi-95
10	DGD Durgapuri1449/221,Durgapuri,Delhi-93
11	DGD MaujpurGali No.2,Arjun Mohalla,Maujpur Delhi
12	DGD Nand Nagri ExtnF-2 Block Sunder Nagri,Delhi-93
13	DGD Old SeemapuriE-block behind Main Bus stand ,Gole Chakkar,Old Seemapuri,Delhi-95
14	DGD SaboliH.no.7 Saboli Village, Near Nand Nagri,Delhi-93
15	DGD JhilmilBVK B-Block, Jhilmil, Delhi-95
16	DGD Seelampur337 Double Storey welcome ,Near DCP Office, Welcome Seelampur,Delhi-53
17	Seed PUHC Amar ColonyA-8/540,Harijan Basti Gokulpuri,Amar Colony,Delhi-94
18	Seed PUHC Kabir NagarA-174,Gali No.4,Kabir Nagar, Delhi
19	Seed PUHC JheelBanke Bihari Mandir, Near Scooter Market, Jheel, Delhi
	POLY CLINICS
1	Polyclinic Vivek Vihar
2	Polyclinic Kanti Nagar
3	Polyclinic Nand Nagri
4	Polyclinic Karkardooma Village (Under construction)
5	Polyclinic Surajmal Vihar (Under construction)
	AAM AADMI MOHALLA CLINICS
1	9/2 KARAN GALI VISHWAS NAGAR SHAHDARA
2	DJB Site, Dayanand Vihar, Anand Vihar.
	AAMC Porta Cabin:- AAMC, Basti Vikas Kendra, Kailash Nagar, Chander Puri Railway Line, Old Seelam Pur, Delhi-
3	
4	House No. B2/4A, Street 4, East Azad Nagar, Krishna Nagar, Delhi-110051
5	1/2127, East Ram Nagar, Shahdra, N.D-32
6	DJB Office, West Kanti Nagar, Shanti Mohalla.
	AAMC Porta Cabin:- AAMC, Basti Vikas Kendra, Kailash Nagar, Chander Puri Railway Line, Old Seelam Pur, Delhi- (Evening shift)
7	
8	R. No. 58 (Maharaja Surajmal Marg) Along wall of shaeed Shukhdev Business Collage, Near satyam Enclave (AC-62 Shahadara)
	AAMC Porta Cabin:- Below GT Road Flyover, Near Mansarover Park,Metro Station infront of Friends colony, Jwala Nagar
9	
10	House No. 312, Gali No-6, Gautam Gali, Jwala Nagar, Delhi-110032
11	Flat No 193 A, Satyam Enclave, Delhi-110095
12	AAMC Porta Cabin, Near Jama Masjid, Behind MCD Primary School, Old Seemapuri, Shahdara
13	GH block,Old Seemapuri,Seemapuri
14	AAMC B-Block Ambedkar Camp, Jhilmil Industrial Area
15	AAMC Jharkandi Mandir
16	A-3 Nand Nagri, Near Dev Medical, Ac-63 Seema puri
	AAMC Porta Cabin:- Road No. 69, Gagan crossing to Tahirpur, Near Anand Gram Ashram Bus stand.
17	
18	AAMC Porta Cabin:- Gagan Cinema Xing towards Sunder Nagri
19	AAMC Porta Cabin:- Near Bus Depot of DTC,Seemapuri,Delhi
20	House No. A-170, Dilshad Colony, Delhi-110095
21	AAMC DJB Dilshad Colony, A,B, D and E Block
22	AAMC Porta Cabin:- Gagan Cinema Xing towards Sunder Nagri (evening shift)
23	Shahdara Flyover Near DTC Depot (AC-64) Rohtas Nagar
24	DJB, SPS, Ghonda Chowk
25	AAMC Opposite Siddharth International School on Wazirabad Road (AC-64) Rohtas Nagar
26	House No 1/1616-17 Gali No. 6, Subhash Park Ext. Shahdara, Delhi-110032

27	AAMC at on Road No-57, Near Bihari Colony, Beside Metro Line, Opposite Azad Nagar
28	House No B-10 (1/11805), Plot No. A-28, Panchsheel Garden, Naveen Shahdara, Delhi-110032
29	House No D-233, School Block Nathu Colony, Delhi-110093
30	AAMC at DJB site, MIG Flats, East of Loni Road, West Jyoti Nagar, Pocket-A
31	House No 1/1616-17 Gali No. 6, Subhash Park Ext. Shahdara, Delhi-110032 (evening shift)
32	House No D-233, School Block Nathu Colony, Delhi-110093
33	DJB Site, Gurdwara Road,Phase-1, B-block, New Seelampur
34	930, Gali No. 30/7, Jaferabad, Delhi
35	H.No.-42/1, Pari Street Near JM Convent School, Maujpur, ND-53
36	Below ROB Wazirabad Road Ashok Nagar Side (AC-66 Ghonda)
37	On Road Joining Road no-62 to Gauri Shankar Mata Mandir along wall of Red Cross Hospital
38	House No.58, Street No.3, North Chhajupur, Shahdara, Delhi-110053
39	House No C-11/96, Yamuna Vihar, Delhi-110053
40	TD No. 1 towards DTC terminal side Noor e elahi chowk
41	DJB New Kardampuri SPS
42	Vacant possession of BVK in Janta Mazdoor Camp Zafrabad, Seelampur
43	Balbir Nagar, Babarpur (AC-67)
44	AAMC Porta Cabin:- Road no. 65 in front of Janta colony
45	AAMC Porta Cabin:- Road no. 66, along drain no.1 in front of EDMC Court
46	AAMC at North Ghonda, SPS Near Krishna Park
47	H.No. D-44, Gali No-9, Sattar Gali
48	C 72/3a Street No 6 Mohan Puri Mauj Pur Delhi 53
49	AAMC Porta Cabin on Drain No. 1 in front of Kabir Nagar (at corner of culvert)
50	On left bank along Boundary Wall towards Drain side Near RD8280M of Trunk Drain No. 1
51	Road No. 68, Near ROB Towards Nand Nagri (AC-68 Gokalpur) GTB Crossing
52	Road No. 68, Near ROB Towards Nand Nagri (AC-68 Gokalpur) (evening shift)
III.	3.NORTH EAST DISTRICT
	DELHI GOVERNMENT HOSPITALS
1	Jag Pravesh Chandra Hospital
	DELHI GOVERNMENT DISPENSARY
1	DGD Bhagirathi Viharh.No. 60/73,Gali No. 7, Bhagirathi Vihar, Delhi-94.
2	DGD Johripurshani Bazar Gali, Guzzar Mohalla, Johripur, Delhi-94.
3	DGD Khajoori Khasvillagekhajoori Khas Near Sarvodaya Vidyalaya, Delhi-94.
4	DGD Shiv Vihar Tirahasps Doublestory Building, Shiv Vihar Tiraha, Mustafabad, Delhi - 94.
5	DGD Gokulpurib-Block, Near Post Office, Gokulpuri, Delhi-94.
	POLY CLINICS
1	Polyclinic Gautampuri
2	Polyclinic Yamuna Vihar
3	Polyclinic Bhajanpura
4	Polyclinic Arvind Nagar
	AAM AADMI MOHALLA CLINICS
1	A 1/2 KH No. 34/4/4 Shanti Nagar Shiv Vihar Delhi -94
2	F 109 Gali No 4 Phase I Shiv Vihar Delhi 94
3	Buland Masjid, Premises DUSIB
4	DJB Site, Block-A, Shastri Park, DDA Flats
5	DJB Site, JJ Colony, Near GG&B Senior Sec. School., Shahdara
6	Brahmpuri Khatta Mor
7	DJB Booster, Block-B, Yamuna Vihar, B/h Bhajanpur Thana
8	New A-118, MS Market, Second Pusta Main Road, New Usmanpur, Delhi
9	Infront of Galaxy Salon Centre, Gali No. 2, Pusta-3, Usmanpur, Delhi

10	K6/4B, Street No. 22, West Ghonda, Delhi
11	B-1, Kartar Nagar, 3.5 Pusta, Street No. 2, Near Hero Showroom, Delhi
12	Garhi Gaon Pusta Road
13	V-119, Arvind Mohalla Ghonda, Delhi-53
14	D-97/6 Jagjeet Nagar Gali Delhi-53
15	D-46, Gali No. 9, Brahmpuri, Near Jain Mandir. Delhi-53
16	D-29, Gokalpuri, Delhi, shifted to A-291, Street No. 02, Rama Garden, Karawal Nagar, Delhi-110094 wef 17-8-2020
17	B-18/1, Ganga Vihar, Delhi
18	Kh No. 15/7/1, Johripur Alias Jeevanpur Kardam Farm Colony Johripur Extn Delhi
19	Road No-59, along school boundary at Gokalpur, Delhi-94, Delhi-94 (AAMC Gokalpuri)
20	A 14 Mohalla Dagarpuria Pradhan Wai Gali Village Johripur Delhi
21	C-45, Gali No. 03, Ambika Vihar, Shiv Vihar, Delhi-94
22	B-90, BG/F, House No-36/17, Gali No-14, Main 25Feet Road, Phase-10, Shiv Vihar, Delhi
23	455, Street No. 8, Moonga Nagar, Karawal Nagar Road, Delhi
24	H. No. 200, Gali No. 06, Phase-9, Shiv Vihar, Delhi-94
25	H NO.370 ST 5 1st Pusta Block A Sonia Vihar Delhi 90
26	H NO.1775 Gali No. 18 New Mustafabad Delhi 94
27	C-/18-A, Amar Vihar, Karawal Nagar, Delhi -94
28	H.No D-143, Gali No-50 D-Block West Karawal Nagar Delhi-94
29	B 25/1758 1st Pusta, Sonia Vihar
30	House No. 135, Gali NO.14 , Sadatpur Extension, Karawal Nagar, Delhi - 94
31	Badarpur Khadar
32	H.No.F-175, Gali No.3, Ankur enclave, Karawalnagar, Delhi-110090
33	Brahman Mohalla, Village Sabhapur, Karawal Nagar

SCHEDULE 3 B

CLUSTERWISE PATIENT LOAD

South Cluster			North Cluster			Trans-Yamuna Cluster		
South West Revenue District			North West Revenue District.			East Revenue District.		
1	Hospital		1	Hospital		1	Hospital	
A	OPD	335828	A	OPD	1330679	A	OPD	932427
B	IPD	21983	B	IPD	113308	B	IPD	21565
2	DGD	662120	2	DGD	456798	2	DGD	735600
3	Polyclinic	58721	3	Polyclinic	273209	3	Polyclinic	41939
4	AAMC	1474216	4	AAMC	3039293	4	AAMC	889800
A	Total	2552868	A	Total	5099979	A	Total	2599766
South Revenue District			West Revenue District			Shahdara Revenue District		
1	Hospital		1	Hospital		1	Hospital	
A	OPD	1640373	A	OPD	2234520	A	OPD	1464394
B	IPD	92392	B	IPD	274859	B	IPD	74150
2	DGD	133479	2	DGD	627918	2	DGD	466541
3	Polyclinic	6608	3	Polyclinic	134730	3	Polyclinic	134314
4	AAMC	1072731	4	AAMC	1659844	4	AAMC	1844927
B	Total	2945583	B	Total	4657012	B	Total	3910176
South East Revenue District			North Revenue District			North east Revenue District		
1	Hospital		1	Hospital		1	Hospital	
A	OPD	12914	A	OPD	661538	A	OPD	513882
B	IPD	766	B	IPD	355527	B	IPD	15704
2	DGD	225788	2	DGD	311995	2	DGD	126151
3	Polyclinic	20842	3	Polyclinic	19507	3	Polyclinic	26625
4	AAMC	1244862	4	AAMC	600359	4	AAMC	1282000
C	Total	1505172	C	Total	1948926	C	Total	1434776
Central Revenue District			New Delhi Revenue District			Grand Total of patient load of Cluster		
1	Hospital		1	Hospital		A+B+C	=	7944718
A	OPD	1327863	A	OPD	29960			
B	IPD	65864	B	IPD	-			
2	DGD	519430	2	DGD	213275			
3	Polyclinic	14473	3	Polyclinic	12345			
4	AAMC	1088191	4	AAMC	318979			
D	Total	3015821	D	Total	574559			
Grand Total of patient load of Cluster			Grand Total of patient load of Cluster					
A+B+C+D	=	10019444	A+B+C+D	=	12280476			

SCHEDULE 4A

			Non-NABH / Non-NABL	NABH / NABL	TAT
S.No.	CGHS Item No.	CGHS TREATMENT PROCEDURE / INVESTIGATION LIST (DELHI/NCR) - GENERAL	Rates in Rs.	Rates in Rs.	
Blood Bank					
1	1418	Blood Group & RH Type	30	35	8 hours
2	1419	Cross match	50	58	8 hours
3	1420	Coomb's Test Direct	90	104	8 hours
4	1421	Coomb's Test Indirect	100	115	8 hours
5	1422	3 cell panel- antibody screening for pregnant female	170	200	24 hours
6	1423	11 cells panel for antibody identification	170	200	24 hours
7	1428	RH Antibody titer	80	92	24 hours
8	1453	Rheumatoid Factor / Rh Factor test	100	115	8 hours
Laboratory Medicine/Biochemistry					
9	1444	Blood Glucose Random	24	28	8 hours
10	1445	24 hrs urine for Proteins,Sodium, creatinine	50	58	8 hours
11	1446	Blood Urea Nitrogen	54	62	8 hours
12	1447	Serum Creatinine	55	63	8 hours
13	1448	Urine Bile Pigment and Salt	25	29	8 hours
14	1452	Urine total proteins	18	21	8 hours
15	1454	Bence Jones protein	47	54	24 hours
16	1455	Serum Uric Acid	55	63	8 hours
17	1456	Serum Bilirubin total & direct	80	92	8 hours
18	1457	Serum Iron	90	104	8 hours
19	1458	C reactive Protein (CRP)	100	115	8 hours
20	1459	C reactive Protein (CRP) Quantitative	160	184	8 hours
21	1460	Body fluid (CSF/ Ascitic Fluid etc.)Sugar, Protein etc.	90	104	8 hours
22	1461	Albumin.	18	21	8 hours
23	1462	Creatinine clearance.	80	92	8 hours
24	1463	Serum Cholesterol	62	71	8 hours
25	1464	Total Iron Binding Capacity (TIBC)	80	92	8 hours
26	1465	Glucose (Fasting & PP)	47	54	8 hours
27	1466	Serum Calcium -Total	60	69	8 hours
28	1467	Serum Calcium -Ionic	44	51	8 hours
29	1468	Serum Phosphorus	60	69	8 hours
30	1469	Total Protein Albumin/Globulin ratio (A/G Ratio)	50	58	8 hours
31	1470	Immunoglobulin G (IgG)	250	288	24 hours
32	1471	Immunoglobulin M(IgM)	250	288	24 hours
33	1472	Immunoglobulin A(IgA)	250	288	24 hours

34	1473	Antinuclear antibody (ANA)	200	230	8 hours
35	1474	Anti-double stranded DNA (anti-dsDNA)	350	403	24 hours
36	1475	Serum glutamic pyruvic transaminase (SGPT) / Alanine Aminotransferase (ALT)	55	63	8 hours
37	1476	Serum Glutamic oxaloacetic transaminase (SGOT) / Aspartate Aminotransferase (AST)	55	63	8 hours
38	1477	Serum amylase	117	135	8 hours
39	1478	Serum Lipase	130	150	8 hours
40	1479	Serum Lactate	72	83	8 hours
41	1480	Serum Magnesium	100	115	8 hours
42	1481	Serum Sodium	50	58	8 hours
43	1482	Serum Potassium	50	58	8 hours
44	1483	Serum Ammonia	100	115	8 hours
45	1484	Anemia Profile	204	240	8 hours
46	1485	Serum Testosterone	150	173	24 hours
47	1487	Triglycerides	75	86	8 hours
48	1488	Glucose Tolerance Test (GTT)	90	104	8 hours
49	1489	Triple Marker.	800	920	8 hours
50	1490	Creatine Phosphokinase (CPK)/Creatine Kinase (CK)	100	115	8 hours
51	1493	Lactate dehydrogenase (LDH)	100	115	8 hours
52	1494	Alkaline Phosphatase	60	69	8 hours
53	1495	Acid Phosphatase	78	90	8 hours
54	1496	CPK MB/CK MB	190	219	8 hours
55	1497	CK MB Mass/CPK MB Mass	140	161	8 hours
56	1498	Troponin I	100	115	8 hours
57	1499	Troponin T	600	690	8 hours
58	1501	Lithium.	130	150	8 hours
59	1502	Dilantin (phenytoin).	400	460	8 hours
60	1503	Carbamazepine.	400	460	8 hours
61	1504	Valproic acid.	300	345	8 hours
62	1505	Ferritin	100	115	8 hours
63	1506	Blood gas analysis / Arterial Blood Gas (ABG)	120	138	8 hours
64	1507	Blood gas analysis / Arterial Blood Gas (ABG) with serum electrolytes	460	529	8 hours
65	1508	Urine pregnancy test	65	75	8 hours
66	1510	Glycosylated Haemoglobin (HbA1c)	130	150	8 hours
67	1512	Kidney Function Test (KFT)	225	259	8 hours
68	1513	Liver Function Test (LFT)	225	259	8 hours
69	1514	Lipid Profile. (Total cholesterol, LDL, HDL, TG)	200	230	8 hours
70	1515	Serum Iron	90	104	8 hours
71	1516	Total Iron Binding Capacity	80	92	8 hours
72	1517	Serum Ferritin	100	115	8 hours
73	1518	Vitamin B12 assay.	250	288	8 hours
74	1519	Folic Acid assay.	300	345	8 hours

75	1520	Extended Lipid Profile. (Total cholesterol, LDL, HDL, Triglycerides Apo A1, Apo B, Lp (a))	595	684	8 hours
76	1521	Apolipoprotein A1 (ApoA1)	200	230	8 hours
77	1522	Apolipoprotein B (Apo B)	199	229	8 hours
78	1523	Lipoprotein A / Lp A	445	512	8 hours
79	1526	Low density lipoprotein (LDL)	62	71	8 hours
80	1527	Homocysteine.	400	460	8 hours
81	1531	Chloride.	60	69	8 hours
82	1533	Gamma-Glutamyl Transpeptidase (GGTP)	90	104	8 hours
83	1535	Fructosamine.	200	230	8 hours
84	1536	Beta 2 microglobulin (B2M) / β 2 microglobulin	90	104	8 hours
85	1537	Catecholamines.	1050	1208	8 hours
86	1538	Creatinine clearance.	120	138	8 hours
87	1539	Prostate Specific antigen (PSA)- Total.	312	359	8 hours
88	1540	Prostate-specific antigen (PSA) - Free.	375	431	8 hours
89	1541	Alpha Fetoprotein (AFP)	300	345	8 hours
90	1542	Human chorionic gonadotropin (HCG)	289	332	8 hours
91	1543	Cancer Antigen 125 (CA 125)	391	450	24 hours
92	1544	Cancer Antigen 19.9 (CA 19.9)	616	708	24 hours
93	1545	Cancer Antigen 15.3 (CA 15.3)	560	644	24 hours
94	1546	Vanillylmandelic Acid (VMA)	350	403	8 hours
95	1547	Calcitonin	500	575	8 hours
96	1548	Carcinoembryonic Antigen (CEA)	340	391	8 hours
97	1552	Calcidiol / 25-hydroxycholecalciferol / Vitamin D3 assay (Vit	550	633	8 hours
98	1554	BETA-2 Microglobulin assay	90	104	24 hours
99	1555	Anti-Cyclic Citrullinated Peptide (Anti CCP)	450	518	24 hours
100	1556	Anti tissue transglutaminase antibody	425	500	48 hours
101	1557	Serum Erythropoietin	425	500	24 hours
102	1558	Adrenocorticotrophic Hormone (ACTH)	500	575	8 hours
103	1559	T3, T4, TSH	200	230	8 hours
104	1560	Triiodothyronine- T3	64	75	8 hours
105	1561	Tetraiodothyronine T4	64	75	8 hours
106	1562	Thyroid stimulating hormone (TSH)	90	104	8 hours
107	1563	Luteinizing hormone (LH)	150	173	8 hours
108	1564	Follicle stimulating hormone (FSH)	150	173	8 hours
109	1565	Prolactin	150	173	8 hours
110	1566	Cortisol	250	288	8 hours
111	1567	PTH(Parathormone)	500	575	8 hours
112	1568	C-Peptide (C Peptide / Connecting Peptide)	330	380	8 hours
113	1569	Insulin.	150	173	8 hours
114	1570	Progesterone.	225	259	8 hours
115	1571	17 Hydroxyprogesterone (17 OH Progesterone)	440	506	8 hours
116	1572	Dehydroepiandrosterone sulfate (DHEAS)	440	506	8 hours
117	1573	Androstenedione	600	690	8 hours
118	1574	Growth Hormone.	340	391	8 hours

119	1575	Thyroid peroxidase antibody (TPO)	300	345	8 hours
120	1576	Throglobulin.	300	345	8 hours
121	1577	Hydatic Serology.	318	374	24 hours
122	1578	Anti Sperm Antibodies.	380	437	24 hours
123	1727	Serum copper	500	575	8 hours
124	1728	Serum ceruloplasmin	450	518	8 hours
125	1729	Urinary copper	500	575	8 hours
126	1730	Serum homocystine	450	518	8 hours
127	1732	Serum phenobarbitone level	350	403	8 hours
128	1743	CSF-Anti-measles antibody titre (with serum antibody titre	890	1024	24 hours
129	1745	CSF-Antibody titre (Herpes simplex, cytomegalo virus, flavivirus, zoster varicella virus)	760	874	24 hours
130	1746	CSF-Oligoclonal band	1200	1380	72 hours
131	1747	CSF-Myelin Basic protein	1871	2152	25 days
132	1748	CSF-Lactate	72	83	8 hours
133	1750	D xylase test	850	1000	-
134	1751	Faecal / Fecal fat test/ fecal chymotrypsin/ fecal elastase	350	403	8 hours
135	1756	Urinary vanillylmandelic acid (VMA)	1500	1725	7 days
136	1757	Urinary metanephrine/Normetanephrine	1138	1309	7 days
137	1758	Urinary free catecholamine	1690	1944	48 hours
138	1759	Serum catecholamine	3400	3910	8 hours
139	1760	Serum aldosterone	1125	1294	8 hours
140	1761	24 Hr urinary aldosterone	920	1058	8 hours
141	1762	Plasma renin activity	1000	1150	8 hours
142	1763	Serum aldosterone/renin ratio	1200	1380	8 hours
143	1764	Osmolality urine	128	150	8 hours
144	1765	Osmolality serum	128	150	8 hours
145	1766	Urinary sodium	80	94	24 hours
146	1767	Urinary Chloride	43	50	24 hours
147	1768	Urinary potassium	80	94	24 hours
148	1769	Urinary calcium	80	94	24 hours
149	1770	Thyroid binding globulin	510	600	72 hours
150	1771	24 hr. urinary free cortisol	200	230	48 hours
151	1772	Islet cell antibody	750	863	72 hours
152	1773	Glutamic Acid Decarboxylase Autoantibodies test (GAD antibodies)	1330	1530	7 days
153	1774	Insulin associated antibody	449	516	72 hours
154	1775	Insulin-like growth factor-1 (IGF-1)	1500	1725	72 hours
155	1776	Insulin-like growth factor binding protein 3 (IGF-BP3)	1650	1898	72 hours
156	1777	Sex hormone binding globulin	1333	1533	72 hours
157	1779	Estradiol (E2)	208	245	24 hours
158	1780	Thyroglobulin antibody	587	675	24 hours

159	1782	Serum IGE Level	300	345	24 hours
160	1783	NT-Pro BNP	1800	2070	8 hours
161	1788	Protein Creatinine Ratio (PCR), Urine	120	138	24 hours
162	1792	Procalcitonin	1800	2070	8 hours
163	1796	Anti -Smooth Muscle Antibody Test (ASMA)	1241	1460	8 hours
164	1797	C ANCA-IFA	1275	1500	8 hours
165	1798	P ANCA-IFA	1275	1500	8 hours
166	1814	Erythropoietin Level	425	500	8 hours
167	1821	Free Triiodothyronine (FT3)	106	125	8 hours
168	1822	Free Thyroxine (FT4)	106	125	8 hours
169	1833	Interleukin 6 (IL6/ IL 6)	1360	1600	8 hours
Clinical Pathology					
170	1383	Urine routine- pH, Specific gravity, sugar, protein and	35	40	8 hours
171	1384	Urine Microalbumin	70	81	8 hours
172	1388	Semen analysis	35	40	8 hours
173	1449	Urine Urobilinogen	20	23	8 hours
174	1450	Urine Ketones	30	35	8 hours
175	1451	Urine Occult Blood	35	40	8 hours
176	1553	Serum Protein electrophoresis with immunofixation electrophoresis (IFE)	300	345	24 hours
177	1556	Anti-tissue Transglutaminase antibody (Anti TTG antibody)	425	500	48 hours
178	1781	Kappa Lambda Light Chains, Free, Serum / Serum free light chains (SFLC) assay	3500	4025	72 hours
Cytology					
179	1387	Post coital smear examination	30	35	24 hours
180	1437	Pap Smear	150	173	24 hours
181	1438	Body fluid for Malignant cells	150	173	24 hours
182	1439	Fine Needle Aspiration Cytology (FNAC)	200	230	24 hours
183	1486	Imprint Smear From Endoscopy	240	276	24 hours
184	1737	CSF-Special studies	1000	1150	24 hours
185	1742	CSF-Malignant cells	64	75	24 hours
Cytogenetics					
186	1442	Karyotyping	800	920	10 days
187	1443	Fluorescent in situ hybridization (FISH)	500	575	7 days
Haematology					
188	1389	Haemoglobin (Hb)	18	21	8 hours
189	1390	Total Leucocytic Count (TLC)	31	36	8 hours
190	1391	Differential Leucocytic Count (DLC)	31	36	8 hours
191	1392	Erythrocyte Sedimentation Rate (ESR)	25	29	8 hours
192	1393	Total Red Cell count with MCV,MCH,MCHC,DRW	32	37	8 hours
193	1394	Complete Haemogram/CBC, Hb,RBC count and indices, TLC, DLC, Platelet, ESR, Peripheral smear examination	135	155	8 hours
194	1395	Platelet count	48	55	8 hours

195	1396	Reticulocyte count	48	55	8 hours
196	1397	Absolute Eosinophil count (AEC)	48	55	8 hours
197	1398	Packed Cell Volume (PCV)	13	15	8 hours
198	1399	Peripheral Smear Examination	43	49	8 hours
199	1400	Smear for Malaria parasite	41	47	8 hours
200	1401	Bleeding Time	35	40	8 hours
201	1402	Osmotic fragility Test	50	58	24 hours
202	1403	Bone Marrow Smear Examination	70	81	48 hours
203	1404	Bone Marrow Smear Examination with iron stain	250	288	72 hours
204	1405	Bone Marrow Smear Examination and cytochemistry	440	506	72 hour
205	1406	Activated partial Thromboplastin Time (APTT)	102	117	8 hours
206	1407	Rapid test for malaria(card test)	44	51	8 hours
207	1408	WBC cytochemistry for leukemia -Complete panel	110	127	72 hours
208	1409	Fibrinogen, D-Dimer/ Fibrinogen Degradation Products	400	460	8 hours
209	1410	Factor Assays-Factor VIII	720	828	24 hours
210	1411	Factor Assays-Factor IX	680	782	24 hours
211	1412	Platelet Function test	50	58	24 hours
212	1413	Tests for hypercoagulable states- Protein C, Protein S, antithrombin	400	460	24 hours
213	1414	Tests for lupus anticoagulant	150	173	24 hours
214	1415	Tests for Antiphospholipid antibody IgG, IgM (for cardiolipin and B2 Glycoprotein 1)	500	575	24 hours
215	1416	Thalassemia studies (Red Cell indices and Hb HPLC)	560	644	24 hours
216	1417	Tests for Sickling / Hb HPLC)	77	89	24 hours
217	1440	Leukemia panel /Lymphoma panel	1536	1766	48 hours
218	1441	Paroxysmal Nocturnal Hemoglobinuria (PNH) Panel-	1000	1150	48 hours
219	1491	Foetal Haemoglobin (HbF)	85	100	24 hours
220	1492	Prothrombin Time (PT)	110	127	8 hours
221	1500	Glucose-6-Phosphate Dehydrogenase (G6PD)	100	115	24 hours
222	1511	Haemoglobin Electrophoresis/ Hb HPLC	77	89	24 hours
223	1524	CD 3,4 and 8 counts	170	200	24 hours
224	1525	CD 3,4 and 8 percentage	170	200	24 hours
225	1528	Haemoglobin (Hb) Electrophoresis	77	89	24 hours
226	1529	Serum Electrophoresis.	220	253	24 hours
227	1530	Fibrinogen.	165	190	8 hours
228	1733	Coagulation profile	553	636	8 hours
Microbiology					
229	1385	Stool routine	35	40	8 hours
230	1386	Stool occult blood	24	28	8 hours
231	1424	Hepatitis B surface antigen (HBsAg)	102	120	8 hours
232	1425	Hepatitis C virus (HCV)	128	150	8 hours

233	1426	Human immunodeficiency virus- HIV I and II	150	173	8 hours
234	1427	Venereal Disease Research Laboratory test (VDRL)	43	50	8 hours
235	1509	Tests for Antiphospholipid antibodies syndrome.	280	322	24 hours
236	1579	Hepatitis B Virus (HBV) DNA Qualitative	2000	2300	24 hours
237	1580	Hepatitis B Virus (HBV) DNA Quantitative.	1500	1725	72 hours
238	1581	Hepatitis C Virus (HCV) RNA Qualitative.	1691	1945	24 hours
239	1582	Human papillomaviruse (HPV) Serology	218	251	24 hours
240	1583	Rota Virus serology	130	150	24 hours
241	1584	PCR for Tuberculosis (TB)	900	1035	48 hour
242	1585	PCR for Human immunodeficiency virus (HIV)	600	690	96 hours
243	1586	Chlamydae antigen	850	978	96 hours
244	1587	Chlamydae antibody	238	280	96 hours
245	1588	Brucella serology	230	265	48 hours
246	1589	Influenza A serology	943	1084	48 hours
247	1725	Acetylcholine receptor (AChR) antibody titre	1848	2125	72 hour
248	1726	Anti muscle specific receptor tyrosine kinase (Anti MuSK) antibody titre	2340	2691	48 hours
249	1736	CSF-Basic studies including cell count, protein, sugar, gram stain, India Ink preparation and smear for AFP	240	276	8 hours
250	1738	CSF-PCR for tuberculosis/ Herpes simplex	1200	1380	As per protocol
251	1739	CSF-Bacterial culture and sensitivity	200	230	As per protocol
252	1740	CSF-Mycobacterial culture and sensitivity	200	230	As per protocol
253	1741	CSF-Fungal culture	128	150	As per protocol
254	1744	CSF-Viral culture	255	300	As per protocol
255	1749	CSF-Crypto coccal antigen	1138	1309	8 hours
256	1753	H pylori serology for Coeliac disease / Celiac disease	500	725	72 hours
257	1754	HBV genotyping	2500	2875	72 hours
258	1755	HCV genotyping	4875	5606	72 hours
259	1786	HCV RNA Quantitative	1500	1725	24 hours
260	1787	Tacrolimus	2300	2645	24 hours
261	1790	HLA B27 (PCR)	500	575	72 hours
262	1791	Montoux Test	175	200	24 hours
263	1793	TORCH Test	1120	1288	24 hours
264	1806	Geneexpert Test	880	1035	24 hours
265	1813	H1 N1 (RT-PCR)	921	1084	8 hours
266	1815	Anti HEV IgM	850	1000	8 hours
267	1816	Anti HAV IgM	637	750	24 hours
268	1817	HbsAg Quantitative	552	650	8 hours

269	1818	Typhidot IgM	340	400	24 hours
270	1819	Hepatitis B Core Antibody HBcAC Level (Hepatitis B Core IgM Antibody)	408	480	24 hours
271	1820	Anti Hbs	552	650	EOD of 7 th day after collection day
272	1823	Widal Test	60	70	24 hours
273	1824	Dengue Serology	510	600	8 hours
Histopathology					
274	1432	Routine H & E	90	104	72 hours
275	1433	Special stain	65	75	96 hours
276	1434	Immunohistochemistry(IHC)	750	863	96 hours
277	1435	Frozen section	780	897	NA
278	1436	Paraffin section	343	394	72 hours
279	1549	Immunofluorescence	150	173	96 hours
280	1550	Direct(Skin and kidney Disease)	425	500	As per protocol
281	1551	Indirect (antids DNA Anti Smith ANCA)	425	500	24 hours
282	1724	Muscle biopsy	383	450	72 hours

SCHEDULE 4 B

NON CGHS TEST LIST			
S.No.	Profiles	Rate in Rs.	TAT
1.	Gram stain for Pus body fluid aspirates swabs etc(Microscopy)	20	8 hours
2.	Smear for Acid fast bacilli (Microscopy)	20	8 hours
3.	Smear for Gram stain and Albert stain for throat swab for diphtheria (Microscopy)	20	8 hours
4.	Urine Culture and sensitivity	150	48-96 hours
5.	Bacterial Culture and sensitivity[aerobic and anaerobic]- pus/body fluids/endotracheal aspirates/semen/pleural/ascitic fluids/swabs like HVS , ear, cervical conjunctival hospital environment cultures etc.	230	48-96 hours
6.	Blood Culture and Sensitivity automated- Aerobic, Anaerobic and fungal - (Adult/Peeds)	400	48-96 hours
7.	Fungal Culture and sensitivity	250	As per protocol
8.	TB Culture (automated)	200	As per protocol
9.	Stool Culture and sensitivity for Vibrio, Salmonella, Shigella	230	48-96 hours
10.	Rapid Antigen Detection of Group A Streptococcus	500	8 hours
11.	HPV serology	300	48 hours
12.	Anti-HSV IgG Antibodies	200	48 hours
13.	Anti-HSV IgM Antibodies	200	48 hour
14.	Anti-leishmanial Antibodies (rK 39 Antigen)	200	8 hour
15.	Anti-Mycoplasma IgM	400	48 hour
16.	Anti-Rubella IgG Antibodies	200	8 hours
17.	Anti-Rubella IgG avidity Antibodies	300	48 hours
18.	Anti-Rubella IgM Antibodies	200	8 hours
19.	Anti-Toxoplasma IgG Antibodies	200	8 hours
20.	Anti-Toxoplasma IgG avidity Antibodies	300	48 hours
21.	Anti-Toxoplasma IgM Antibodies	200	8 hours
22.	Chikungunya IgM ELISA	400	8 hours
23.	Treponema Pallidum Haem Agglutination test	200	8 hours
24.	Adenosin Deaminase	40	8 hours
25.	Prealbumin	75	8 hours
26.	KOH preparation for fungus	10	8 hours
27.	5aminolevulinic Acid (5ala) Qualitative Urine	990	24 hours
28.	5aminolevulinic Acid (5ala)Quantitative Urine	990	24 hours
29.	6 Beta Hydroxycortisol, 24- Hour Urine	990	24 hours
30.	Absolute Lymphocyte Count	60	8 hours

31.	absolute neutrophil count	60	8 hours
32.	Alkaline Phosphatase (Alp) Isoenzymes	30	24 hours
33.	Alkaline Phosphatase, Bone-Specific; Bsap	25	24 hours
34.	Aminoacid,Nonketotc Panel Quanti., Csf&Plasma	990	24 hours
35.	Aminoacid Quantitative,Csf, 45 A.Acids Full Panel	990	24 hours
36.	Aminoacid Quantitative, Plasma,45 A.Acid Full Panel	990	24 hours
37.	Aminoacids,Maple Syrup Urine Dis.Panel,Plasma	990	24 hours
38.	Aminoacids, Quantitative Urine,45 A.Acids Full Panel	990	24 hours
39.	Aminoacids, Quantitative Urin&Plsma 45acid Fullpanel	990	24 hours
40.	Amylase, Fluid	75	8 hours
41.	Anti A Titre	50	8 hours
42.	Anti B Titre	50	8 hours
43.	Anti Mullerian Hormone; Amh	725	8 hours
44.	Bicarbonate, Serum	50	8 hours
45.	Biotinidase Activity, Quantitative, Blood	85	24 hours
46.	Biotinidase, Newborn Screen	85	24 hours
47.	Calcium / Creatinine Ratio, Random Urine	35	8 hours
48.	Calcium Excretion 2 Hour Fasting Urine	60	8 hours
49.	Candida Albicans Detection, PCR	1000	72 hours
50.	Chlamydia Trachomatis, PCR	1000	72 hours
51.	Cholesterol, Fluid	15	8 hours
52.	C-Reactive Protein, Cardio; Hscrp	385	8 hours
53.	Creatinine, Fluid	15	8 hours
54.	Creatinine, Random Urine	15	8 hours
55.	Culture Esbl(Extendd Spec.Beta-Lactam),Screen	150	48-96 hours
56.	Culture Kpc (Carbapenemase), Screening	150	48-96 hours
57.	Culture Mrsa, Methicillin Res.Staph.,Screen	150	48-96 hours
58.	Culture, Water; Presumptive Coliform Count	100	48-96 hours
59.	Cytomegalovirus (Cmv) Antibodies,Igg & Igm	400	48-96 hours
60.	Cytomegalovirus (Cmv) Antibody, IgG	200	8 hours
61.	Cytomegalovirus (Cmv) Antibody, IgM	200	8 hours

62.	Cytomegalovirus (Cmv) Avidity, IgG	300	24 hours
63.	DLC (Differential Leucocyte Count), Fluid	60	8 hours
64.	Estriol Unconjugated / Free (µe3)	150	8 hours
65.	Estrogen, Total, Serum	125	8 hours
66.	Flow Cytometry, Cd 34 (Stem Cell) Enumeration	450	24 hours
67.	Flow Cytometry, Cd 45	450	24 hours
68.	G-6-Pd, Newborn Screen	115	8 Hours
69.	Galactosemia, Newborn Screen	80	8 hours
70.	Inhibin A, Pregnancy	555	24 hours
71.	Inhibin A, Reproductive Marker	555	24 hours
72.	Ldh (Lactate Dehydrogenase), Fluid	35	8 hours
73.	Magnesium, 24-Hour Urine	25	8 hours
74.	Magnesium, Random Urine	25	8 hours
75.	Matrnl Sr. Screen2;Dual Test- Pappa,Fßhcg,Risk	750	8 hours
76.	Mean Platelet Volume; Mpv	60	8 hours
77.	Microalbumin Creatinine Ratio, Urine	100	8 hours
78.	Packed Cell Volume (Pcv), Body Fluids	60	8 hours
79.	Papp-A (Pregnancy Assoc'd Plasma Protein-A)	110	24 hours
80.	Rheumatoid Factor (Ra), Synovial Fluid	200	8 hours
81.	Sodium, Fluid	135	8 hours
82.	Transferrin	60	8 hours
83.	Triglycerides, Fluid	30	8 hours
84.	Tsh Stimultn By TRH(Thyrotropn Release.Hormone)	40	8 hours
85.	TSH, Newborn Screen	80	8 hours
86.	Urea Cycle Disorder Panel	990	8 hours
87.	Urea, 24 Hour Urine	20	8 hours
88.	Urea, Random Urine	20	8 hours

89.	Urea, Fluid	20	8 hours
90.	Uric Acid, 24 Hour Urine	25	8 hours
91.	Uric Acid, Random Urine	25	8 hours
92.	Urine For Eosinophils	60	8 hours
93.	Urine, Reducing Substances	25	8 hours
94.	Urine, Dysmorphic Rbc	60	8 hours
95.	Varicella Zoster Virus (Vzv), Qualitative Pcr	1000	8 hours
96.	Alk -1	825	8 hours
97.	Antenatal Profile Ad	660	8 hours
98.	Anti Cyclic Citrullinated Peptide	725	8 hours
99.	Coxsackie IgG Anti-body	1925	72 hours
100.	Coxsackie IgM Anti-body	1925	72 hours
101.	Desmin	825	8 hours
102.	Galactomannan Antigen	1500	72 hours
103.	GFAP	825	8 hours
104.	Methylmalonic Acid	1200	72 hours
105.	Mum-1	825	8 hours
106.	AFB drug sensitivity first line	1000	As per protocol
107.	AFB drug sensitivity second line	1000	As per protocol
108.	AFB NTM drug sensitivity panel	1000	As per protocol
109.	Alcohol (Ethanol)- Quantitative, serum	500	8 hours
110.	Aldolase	500	8 hours
111.	Alpha Lactalbumin milk protein-allergen individual	700	8 hours
112.	Alternaria tenuis, Allergen individual	625	8 hours
113.	Barbiturates quantitative, urine	325	8 hours
114.	Benzodiazepine (Diazepam)	350	8 hours
115.	Beta Lactalbumin, Individual allergen (Milk protein)	750	8 hours

116.	Cell block for cytology	500	8 hours
117.	Cytology slide review	500	8 hours
118.	E Histolytica wet mount Liver abscess for Amoebic Trophozoites	180	8 hours
119.	Ketone, Serum (D3 Hydroxybutarate Ranbut) *	400	24 hours
120.	Milk allergy	600	24 hours
121.	Opiates	325	24 hours
122.	Penicillium notatum, allergen individual	625	24 hours
123.	Pigeon feather, allergen individual	625	24 hours
124.	Pseudo Cholinesterase, serum	500	24 hours
125.	Rapid Plasma Reagin	50	8 hours
126.	RBC Folate	1000	24 hours
127.	RNP-Sm antibody	875	24 hours
128.	Soya allergy	600	24 hours
129.	Tissue for H. Pylori	500	24 hours
130.	Tryptase allergy screen	1000	24 hours
131.	Wheat Allergy	600	24 hours
132.	Aneuploidy Detection, Amniotic Fluid	1950	72 Hours
133.	BK Virus, Pcr, Qualitative	1250	72 Hours
134.	BK Virus, Pcr, Quantitative	1725	72 Hours
135.	Chikungunya Virus, PCR Qualitative	1250	72 Hours
136.	Chromosome Analysis, Cord Blood	1125	72 Hours
137.	Dengue Virus, PCR Qualitative	1225	72 Hours
138.	Hepatitis A Virus RNA Detection, PCR	1500	72 Hours
139.	Vitamin K1	2000	One week
140.	Vitamin E	2000	One week
141.	Vitamin B complex profile	900	One week
142.	TTG DGP Screen	1380	72 hours

143.	SCA12 Spinocerebellar Ataxia Type 12 , CAG Repeats	1500	72 hours
144.	Parvo virus B19 IgG	1225	72 hours
145.	Parvo virus B19 IgM	1225	72 hours
146.	Parietal Cell Antibody	1125	72 hours
147.	Neuron specific Enolase, serum	1500	72 hours
148.	Neisseria Gonorrhoeae by PCR	1600	72 hours
149.	Methotrexate Serum	1700	72 hours
150.	Lipoprotein Electrophoresis	1225	72 hours
151.	JEV- Japanese Encephalitis Virus RNA detection by CSF	2000	72 hours
152.	Free Androgen Index (FAI)	1375	72 hours
153.	Factor V Activity (Proaccelerin) APCR (Activated protein C Resistance)	1225	72 hours
154.	Tzank Smear	125	72 hours
155.	Scrub Typhus IgM Elisa	550	72 hours
156.	Weil Felix Test	300	72 hours
157.	Sputum for Occult Blood	80	48 hours
158.	Measles/Rubeola -IgG	400	72 hours
159.	Measles/Rubeola -IgG+ IgM	750	72 hours
160.	Measles/Rubeola -IgM	400	72 hours

S.No.	PROFILES	Rates (in Rs.)	TAT
161.	Fever profile-1 CBC, LFT, KFT ,Urine -R/M,Typhidot, Malaria card test	550	8 Hours
162.	Fever profile-2 CBC, LFT, KFT Urine Routine microscopy Typhidot Malaria card test Dengue serology(NS1/IgM) by Elisa method	850	8 Hours
163.	Diabetic profile KFT, Blood Sugar (fasting & PP), Glycosylated Haemoglobin, Lipid Profile, Urine microalbumin	350	8 Hours
164.	Cardiac profile CBC, Lipid Profile, Glycosylated Haemoglobin, CPK MB, Troponin-T, HS-CRP(quantitative)	800	8 Hours

165.	Anemia profile CBC, Peripheral smear, Reticulocyte count, Serum Iron, Serum ferritin, Total Iron binding capacity, Serum folic acid, Serum Vit B12	500	8 Hours
166.	Non-communicable disease CBC ,Blood Sugar (R), LFT, KFT, Serum electrolytes (Sodium & Potassium), Lipid Profile, TSH, Vit D3 ,Urine -R/M	900	8 Hours
167.	Dialysis Profile Haemoglobin, KFT, Hepatitis B surface antigen (HBsAg), Hepatitis C virus (HCV), Human immunodeficiency virus- HIV I and II	400	8 Hours
168.	Arthritis profile CBC, ESR , CRP (quantitative), Serum Uric Acid, RA Factor	350	8 Hours

Please note: All culture reports may be made available within 48hrs to 96 Hrs. Blood cultures and other cultures with extended incubation as per incubation duration protocols

Hard copy of test report would be physically delivered on the next working day before 8 am as per TAT

(P.S. -all the above TATs are indicative and can be altered on mutual consultation in interest of patient care and type of health care facility)

Bidder Application Form
(Scanned copy to be uploaded)

Affix duly attested
passport size recent
photograph of the
authorized person

BIDDER'S DETAILS

1. Name of the Authority issuing RFP _____
2. Name of the Bidding Firm _____
3. Constitution of the Bidding Firm (i.e. whether proprietorship, partnership or a company under the Indian Companies Act 1956 or trust or society)

4. Name of the office-bearers of Bidding firm _____
 - i. Proprietor in case of proprietorship
 - ii. All partners in case of partnership
 - iii. All Directors in case of company
 - iv. All governing body members in case of trust / society
5. Address of the Bidding Firm
 - i. Head Quarter
 - ii. Delhi Office
6. E-mail address of the bidding firm & authorized signatory for correspondence _____
7. Details of person authorized to bid
 - i. Name & Designation.....
 - ii. Address _____
 - ii. Telephone No. _____
 - iv. Mobile No. _____
 - v. Power of Attorney for signing of Bid (Annexure 5)
 - vi. Authorised Signatory of Bidder (Annexure 7)
8. PAN card Number of Bidding Firm:(i) Date of issuance _____
9. Registration No. & date/year of Certificate of Incorporation of Registration under Indian Companies Act (if applicable)-----
10. Details of EMD :
 - (a) Amount: Rs _____
 - (b) DD (DD will be encashed immediately)/FDR/BG. No. _____ Date _____
 - (c) Name of issuing bank & Branch _____
 - (d) In case EMD is submitted through DD, Bidder Bank Details for return of EMD Amount
Bank name, branch, IFSC, Account no etc
11. Date of filing IT Return:-
 - (i) Year _____ Date _____
 - (ii) Year _____ Date _____
 - (iii) Year _____ Date _____
12. Declaration by the bidder:
 - ii) I/We _____ son of _____ / daughter of _____
_____ R/o _____ is
authorized to sign & upload the bid documents on behalf of the bidding firm
M/s. _____. This is to certify that

I/We before signing this bid have read and fully understood all the terms and conditions contained in this Bid document and undertake to abide by them. We now offer to provide Outsourced Laboratory Services to Delhi Government health care facilities as mentioned in Schedule 3A and at the rates as mentioned in our financial bid.

iii) I/We further declare that:-

- (a) Our bidding firm has not been bankrupt or filed for bankruptcy or blacklisted or debarred any time during last three years and such bankruptcy/debarment /blacklisting is not subsisting as on the date of submission of bid
- (b) none of the Proprietor / Partners / Directors of the Bidder, have been or are associated with any of the Business entity in a similar capacity, which (Business Entity) has been blacklisted or debarred any time during the last three years.
- (c) That the above said firm has not been declared defaulter by any government agency and that no case pertaining to violation of Income Tax Act, GST, Service Tax/Labour Laws is pending against the agency
- (d) That no case of any nature i.e., CBI, /Income Tax/Sales Tax/ is pending against my firm. (If pending, please give details).
- (e) No criminal case is pending against the firm by any of the clients
- (f) If the firm gets convicted by the court of law after the date of bidding, it would be intimated to the authorities.
- (g) If our bid is accepted, we undertake to perform the services in accordance with the terms and conditions in the RFP document
- (h) I/ We declare that we or our subsidiary company, are not a member of any other firm applying for bidding
- (i) I/ We do not have any conflict of interest in accordance with Clause 2.11 "General Terms and Conditions" and any other clause of RFP
- (j) I/ We certify that in the last three years, we/any Member or our subsidiary company have not been blacklisted or debarred on any contract by any client or by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, Member or Associate, as the case may be
- (k) I/ We certify that, we/ any Member of the Firm or any of our subsidiary company have not been convicted by a Court of Law or indicted or adverse orders passed by a government authority which could cast a doubt on our ability to undertake the Lab. services or which relates to a grave offence.
- (l) I/ We further certify that we/ any Member of the Firm or any of our subsidiary company have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.
- (m) We further confirm that, if our bid is accepted, we shall provide you with a performance security of required amount in an acceptable form as per terms of the RFP Document for due performance of the contract.
- (n) We agree to keep our bid valid for acceptance as required in the RFP Document, or for subsequent extended period, if any agreed to by us. We also accordingly confirm to abide by this RFP up to the aforesaid period and this RFP may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this RFP read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.
- (o) We further understand that you are not bound to accept the lowest or any bid you may receive against your above referred RFP enquiry.
- (p) We confirm that we fully agree to the terms and conditions specified in above mentioned RFP Document, including amendment/corrigendum if any.
- (q) I/We agree to abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus, Gratuity, Leave,

Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation. For any misrepresentation or corrupt practices for providing wrong and misleading informations about the statutory payments payable to the workers, I shall be fully responsible. The department will be fully indemnified in this regard.

- (r) I/we solemnly declare that the information/documents furnished along with the above bid are true and authentic to the best of my knowledge and belief. I/we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my bid at any stage and liable towards prosecution under appropriate law.
- (s) I/we have at least three years experience from bid due date of RFP, in providing similar laboratory services.
- (t) I/we have uploaded the self attested copy of the documents along with originals physically, required as per RFP. The list of documents which have been uploaded is given hereunder which are all self-attested.

List of documents which have been uploaded herewith are:- (mention complete list as per the RFP, the below list is only indicative)

S.No.	Documents to be submitted	Name of Document	Yes/ No
1.	Bidder Application Form (Bidder details)	Annexure 1	
2.	Certificate from Statutory Auditor regarding the test load of the laboratory	Annexure 2A	
3.	Certificate from statutory auditor regarding details of available laboratory tests in labs in_Delhi and NCR, as per Schedule 4A	Annexure 2B	
4.	Certificate from Statutory auditor regarding annual turnover of the laboratory	Annexure 2C	
5.	Assignment of similar nature of work/services successfully completed during the last five years	Annexure 2D	
6.	Work performance certificate from Govt. Agency	Annexure 2E	
7.	Certificate from statutory auditor regarding satisfactory performance certificate	Annexure 2F	
8.	Certificate from statutory auditor regarding details of available laboratory tests under scope of nabl/cap labs in Delhi and NCR, as per Schedule 4B	Annexure 2G	
9.	EMD	Annexure 3	
10.	Pre-Contract Integrity PACT	Annexure 4	
11.	Power of Attorney for signing of Bid	Annexure 5	
12.	Letter comprising the Financial Bid and Financial Bid in PDF	Annexure 6	
13.	Affidavit for Authorized Signatory of the Bidder	Annexure 7	

14.	Format for Project undertaking	Annexure 8	
15.	Undertaking regarding Criminal Liability	Annexure 9	
16.	Format of Letter of Intent	Annexure 10	
17.	Proforma of Performance Security	Annexure 11	
18.	Certification of incorporation of Registration in case of firms registered under Indian Companies Act or Partnership deed in case of Partnership Firm	Certificate of Incorporation	
19.	Pan Card of the bidding Firm/sole proprietor	PAN Card	
20.	GST Certificate of the bidding Firm/sole proprietor	GST Registration	
21.	BMW Authorization	Bio Medical Waste Authorization*	
22.	Relevant work orders clearly specifying the nature of work. (Optional if information in Annexure 2E uploaded/ submitted)	Work Order/s	
23.	Relevant agreement clearly specifying the nature of work. (Optional if information in Annexure 2E uploaded/ submitted)	Agreement	
24.	Relevant satisfactory Performance Certificate clearly specifying the nature of work. Format at Annexure 2E (To be mandatorily uploaded/ submitted)	Experience Certificate	
25.	Certificate that Service provider is empaneled under DGHS/CGHS/Autonomous bodies of Central/State/UT	Certificate of empanelment	

Signature _____

Name of the authorized person _____
(Seal of the bidding Firm)

Note:-

- (1) No column should be left blank.
- (2) In case, there is more than one office in Delhi, then the bidder shall provide addresses of all offices in S. No.5 above of Annexure I.
- (3) All documents submitted online shall also be deposited physically in the Tender Box before the last date & time of bid submission in a sealed envelope duly superscribed with the RFP number and its subject. However, scanned copy of all documents must also be uploaded.
- (4) *BMW Authorization with validity of minimum 2 Years is required at the time of Award of Contract, however copy of Valid BMW Authorization is to be uploaded.

**TECHNICAL CAPACITY OF BIDDER
REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

CERTIFICATE FROM STATUTORY AUDITOR REGARDING THE TEST LOAD OF THE LABORATORY

I..... S/o resident ofdo solemnly affirm: -
That M/s. (firm/company/corporation) situated at has participated in tender no. _____ of Department of Health & Family Welfare, GNCTD and I am certifying that M/s. (firm/company/corporation) have conducted tests in last one year (FY 2020-21) excluding test for covid (RTPCR TruNAT, CBNAT RAT) in Delhi and NCR owned or controlled by M/s..... (firm/company/corporation)

Details of the firm / company / corporation details are:

1. Nature of firm (Public Ltd, Pvt Ltd, Proprietary, Partnership etc):
2. Authority with which it is registered:
3. Registered Address:
4. Address of correspondence:
5. Phone: Landline: Mobile
6. email:

Verification:

This is to certify that the information given above for the year 2020-21, in r/o M/s.....is correct as per the authenticated record of the applicant.

Date:

Signature of the Statutory Auditor

Place:

Name

Designation

Name and seal of the Firm of the Statutory Auditor

**TECHNICAL CAPACITY OF BIDDER
REQUEST FOR PROPOSAL (RFP) FOR LAB. SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

**CERTIFICATE FROM STATUTORY AUDITOR REGARDING DETAILS OF AVAILABLE
LABORATORY TESTS UNDER SCOPE OF NABL/CAP LABS IN DELHI AND NCR OWNED OR
CONTROLLED BY M/S.....**

I..... S/o resident of
.....do solemnly affirm:-
That M/s.(firm/company/corporation) situated at
..... has participated in tender no. of Department of Health & Family
Welfare, GNCTD and I am certifying that M/s.
.....(firm/company/corporation) have following test mentioned in
Schedule 4A are under the scope of NABL/CAP at the time of publishing of tender in **Labs in Delhi
and NCR** owned or controlled by M/s.....

I. List of tests with NABL/CAP (Certificate No. and validity date) in word document

S.No.	CGHS Item No.	CGHS/INVESTIGATION LIST (DELHI/NCR) - GENERAL	NABL/CAP Scope- Write Yes/No	NABL/CAP Certificat No.	NABL/CAP Validity date
1.	1418	Blood Group & RH Type			
2					
.....					
282.	1724	Muscle biopsy			

II. Total number of tests under the scope of NABL/CAP accreditation categorywise for eligibility -

S.N.	Category (S.No. as per schedule 4A)	Minimum Number of tests which should be under the scope of NABL/CAP	Total Number of Tests under each category	Total number of test under scope of NABL/CAP as quoted by the bidder
1.	Blood bank (S.No. 1-8)	7	8	
2.	Biochemistry (S.No. 9-169)	148	161	
3.	Clinical Pathology (S.No. 170-178)	8	9	
4.	Cytology (S.No. 179-185)	5	7	
5.	Cytogenetics (S.No. 186-187)	1	2	
6.	Haematology (S.No. 188-228)	37	41	
7.	Microbiology (S.No. 229-273)	41	45	
8.	Histopathology (S.No. 274-282)	7	9	
	Total	254	282	

(P.S. the Authority may ask for original NABL/CAP certificate for verification of the above as and when required.)

Details of Labs in Delhi and NCR (owned or controlled by the firm / company / corporation) for purpose of NABL/CAP as above are:

- a) Nature of firm (Public Ltd, Pvt Ltd, Proprietary, Partnership etc):
- b) Authority with which it is registered:
- c) Registered Address:
- d) Address of correspondence:
- e) Phone: Landline: Mobile
- f) email:

Verification:

This is to certify that the information given for S.No. I & II above in r/o M/s.....is correct as per the authenticated record of the applicant. The NABL/CAP certificate have been studied for the claimed accredited tests and have been found to be valid as on BID due date.

Date:

Signature of the Statutory Auditor

Place:

Name

Designation

Name and seal of the Firm of the Statutory Auditor

**FINANCIAL CAPACITY OF BIDDER
REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

**CERTIFICATE FROM STATUTORY AUDITOR REGARDING ANNUAL TURNOVER OF THE
LABORATORY**

I..... S/o resident ofdo solemnly affirm: -

That M/s. (firm/company/corporation) situated at has participated in tender no. of Department of Health & Family Welfare, GNCTD and I am certifying that M/s. (firm/company/corporation) have Annual turnover from medical lab. services as envisaged in this tender excluding test for covid (RTPCR TruNAT, CBNAT RAT) of equal or more than Rs 50 crores each year during the last three complete financial years (Financial Year 2018-19, 2019-20 and 2020-21)

FINANCIAL YEAR	ANNUAL TURNOVER IN RUPEES (From medical lab. services as envisaged in this tender excluding test for covid (RTPCR TruNAT, CBNAT RAT))
2018-2019	
2019-2020	
2020-2021	

I am certifying that M/s. (firm/ company/corporation) have Annual turnover of equal or more than Rs 50 crores each year during the last three complete financial years (Financial Year 2018-19, 2019-20 and 2020-21)

Details of the firm / company / corporation details are:

1. Nature of firm (Public Ltd, Pvt Ltd, Proprietary, Partnership etc):
2. Authority with which it is registered:
3. Registered Address:
4. Address of correspondence:
5. Phone: Landline: Mobile
6. email:

Verification:

This is to certify that the information given above for the annual turnover during last three complete financial years (Financial Year 2018-19, 2019-20 and 2020-21), in r/o M/s.....is correct as per the authenticated record of the applicant.

Date:

Signature of the Statutory Auditor

Place:

Name

Designation

Name and seal of the Firm of the Statutory Auditor

ANNEXURE 2D

REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES
AT DELHI GOVERNMENT HEALTH FACILITIES

**ASSIGNMENT OF SIMILAR NATURE WORK/SERVICES SUCCESSFULLY COMPLETED
DURING THE LAST FIVE YEARS**

S. No.	Assignment Contract No. & Date (as per Work Order/s)	Description of work/services provided	Contract price of assignment	Copy of agreement enclosed (Y/N)	Copy of work order enclosed (Y/N)	Date of commencement	Date of Completion	Copy of satisfactory work performance/ experience certificate (To be enclosed mandatorily)	Address of organization with Phone No. where assignment done.
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

*Note:-

1. This will be used for assessment during QCBS
2. Copy of the work order & / or Copy of agreement to be provided for each assignments.
3. Contracts, that are of **atleast one-year duration** would be considered. Contracts of more than one-year duration in continuation would be considered single assignment.
4. As mentioned, the bidder is required to submit certificate of Satisfactory work from all the clients mentioned above in order to get the assigned marks for the clients in Technical Evaluation. If no experience/performance certificate is submitted in respect of any of the Client, then no marks will be given for that client

NAME OF THE BIDDER:

SIGNATURE:

ADDRESS:

DATE.... / /

**REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

WORK PERFORMANCE CERTIFICATE FROM GOVT. AGENCY

TO WHOM IT MAY CONCERN

This is to certify that M/s.
(firm/company/corporation) situated at have been
providing clinical laboratory services as under In (Name of the Govt. agency)
..... during lastyear/years
and their performance was/ has been satisfactory.

Details

S. No.	Assignment Contract No. & Date (as per Work Order/s)	Description of work/services provided	Contract price of assignment	Copy of agreement enclosed (Y/N)	Copy of work order enclosed (Y/N)	Date of commencement	Date of Completion	Copy of satisfactory work performance/ experience certificate (To be enclosed mandatorily)	Address of organization with Phone No. where assignment done.
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

Sign. And Stamp of Authorised Person of Govt. Agency

**REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

**CERTIFICATE FROM STATUTORY AUDITOR REGARDING BIDDER PROVIDING CLINICAL
LABORATORY SERVICES CONTINUOUSLY DURING LAST 3 YEARS**

I..... S/o resident ofdo solemnly affirm:-

That M/s.(firm/company/corporation) situated at has participated in tender no. _____ of Department of Health & Family Welfare, GNCTD and I am certifying that M/s.(firm/company/corporation) have one referral and two satellite laboratories and providing clinical laboratory services and these are namely and at these addressesrespectively, these are working for last three years continuously from bid due date and their performance was/ has been satisfactory.

Details of these there labs (firm / company / corporation) are:

- a) Nature of firm (Public Ltd, Pvt Ltd, Proprietary, Partnership etc):
- b) Authority with which it is registered:
- c) Registered Address:
- d) Address of correspondence:
- e) Phone: Landline: Mobile
- f) email:

Verification:

This is to certify that the information given above in r/o M/s.....is correct as per the authenticated record of the applicant.

Date:

Signature of the Statutory Auditor

Place:

Name

Designation

Name and seal of the Firm of the Statutory Auditor

**TECHNICAL CAPACITY OF BIDDER
REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

**CERTIFICATE FROM STATUTORY AUDITOR REGARDING DETAILS OF AVAILABLE
LABORATORY TESTS AS PER SCHEDULE 4B UNDER SCOPE OF NABL/CAP LABS IN DELHI
AND NCR OWNED OR CONTROLLED BY
M/S.....**

I..... S/o resident of
.....do solemnly affirm:-

That M/s.(firm/company/corporation) situated at
..... has participated in tender no. of Department of Health & Family
Welfare, GNCTD and I am certifying that M/s.
.....(firm/company/corporation) have following test mentioned in
schedule 4B (S.No 1-160 tests except profile) are under the scope of NABL/CAP at the time of
publishing of tender in Labs in Delhi and NCR owned or controlled by
M/s.....

List of tests with NABL/CAP (Certificate No. and validity date) in word document

S.No.	NON CGHS INVESTIGATION LIST	NABL/CAP Scope- Write Yes/No	NABL/CAP Certificat No.	NABL/CAP Validity date
1	Gram stain for Pus body fluid aspirates swabs etc(Microscopy)			
.....				
160.				

(P.S. the Authority may ask for original NABL/CAP certificate for verification of the above as and when required.)

Details of the firm / company / corporation details are:

- g) Nature of firm (Public Ltd, Pvt Ltd, Proprietary, Partnership etc):
- h) Authority with which it is registered:
- i) Registered Address:
- j) Address of correspondence:
- k) Phone: Landline: Mobile

l) email:

Verification:

This is to certify that the information given for S.No. I above in r/o M/s.....is correct as per the authenticated record of the applicant. The NABL/CAP certificate have been studied for the claimed accredited tests and have been found to be valid as on BID due date.

Date:

Signature of the Statutory Auditor

Place:

Name

Designation

Name and seal of the Firm of the Statutory Auditor

**REQUEST FOR PROPOSAL (RFP) FOR LAB SERVICES AT
DELHI GOVERNMENT HEALTH FACILITIES**

BID SECURITY/ EMD (On Bidder's Letter Head)

With reference to your RFP document dated ----- vide Tender ID.....I,
..... son/daughter of
Shri.....

R/o.....
..... proprietor/partner/director/authorized signatory of M/s
..... (Name of the Firm) do hereby submit this BID Security/
EMD vide FDR/Bank Guarantee /DD AS PER DETAILS
(DD will be encashed immediately). Bidder will have to provide bank details for return of EMD
Amount Bank Name with address / Branch / Account Number /
IFSC Code dated..... Amount
..... (in
words..... in favour of
.....,

Further that if I withdraw or modify my bid(s) during the period of validity or if I am awarded the contract and fail to sign the contract or to submit a Performance Security before the deadline defined in the RFP document, I shall be blacklisted for a period of 3 years from participating in any tender of Government of NCT of Delhi, besides forfeiture of EMD/Performance Security.

I also understand that in case I am awarded the rate contract and I withdraw my bid, I shall additionally be liable to pay for the damages in the form of alternate arrangement for Lab. Services made by the department or any of the health care centres of GNCTD from any other source during the first three months of the issue of the Letter of Intent regarding acceptance of my bid by the department by forfeiting the EMD.

Signature

Name of the Proprietor/ Partner/ Authorised Signatory of bidder

With Firm's rubber stamp

PRE-CONTRACT INTEGRITY PACT

- 1.1 This pre-bid contract Agreement (herein after called the integrity Pact) is made on..... day of the month...../20....., between, The Authority, Department of H&FW with the Party, proposes to provide services as per the scope of work in the RFP document (name of the company /Work/Service provider) M/s.....represented by Shri Chief Executive Officer (hereinafter called the "BIDDER", which expression shall mean and include, unless the context otherwise requires, his successors an permuted assigns) .
- 1.2 WHEREAS the BIDDER is a private Company/Public Company/Government Undertaking/partnership, constituted in accordance with the relevant law in the matter and the BUYER is the Department of Health & Family Welfare, performing its functions on behalf of the Government of NCT of Delhi.
- 2. OBJECTIVES**
NOW, THEREFORE, the BUYER and the BIDDER agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-
 - 2.1 Enabling the BUYER to obtain the desired Work/Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and
 - 2.2 Enabling BIDDERS to abstain from bribing or indulging in any corrupt practices in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing or indulging in any corrupt practices and the BUYER will commit to prevent corruption, in any form, by its official by following transparent procedures.
- 3. COMMITMENTS OF THE BUYER**
The BUYER commits itself to the following:-
 - 3.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
 - 3.2 The BUYER will, during the pre-contract stage, treat BIDDERS alike, and will provide to all BIDDERS the same information through the departmental website and will not provide any such information to any particular BIDDER Which could afford an advantage to that particular BIDDER in comparison to the other BIDDERS. Therefore, all the bidders are requested to go through the departmental website.
 - 3.3 All the officials of the BUYER will report to The Authority, Department of H&FW any attempted or completed breaches of the above commitments on the part of bidders as well as any substantial suspicion of such a breach.
- 4. COMMITMENTS OF BIDDER**
The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activity during any stage of its bid or during any pre-contract or Post-contract

stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 4.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 4.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation for obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.
- 4.3 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original lab. service provider and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 4.4 The BIDDER, either while presenting the bid or during pre-contract interaction or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any their intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 4.5 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 4.6 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 4.7 The BIDDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 4.8 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 4.9 The BIDDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

- 5.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 5.2 If the BIDDER makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

6. SANCTIONS FOR VIOLATIONS

- 6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on

its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract interaction without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) To forfeit fully the Earnest Money Deposit (in pre-contract stage) and/or Security Deposited/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason thereof.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To recover all sums already paid by the BUYER, If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other contracts with the BIDDER and the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the Authority, Department of H&FW for a minimum period of three years.
- (viii) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the BUYER, or alternatively, if any close relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. Any failure to disclose the interest involved shall entitle the BUYER to rescind the contract without payment of any compensation to the BIDDER. The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.
- (ix) The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

- 6.2 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Monitor(s) appointed for the purposes of this Pact.
7. **FALL CLAUSE** The BIDDER undertakes that it has not provided similar services at a higher percentage discount than that offered in the present bid in respect of any other Department of the Government of NCT of Delhi or PSU and if it is found at any stage that similar services were provided by the BIDDER to any other Department of the Government of NCT of Delhi or a PSU at higher percentage discount then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.
8. **FACILITATION OF INVESTIGATION**
In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.
9. **LAW AND PLACE OF JURISDICTION** The Pact is subject to Indian Law, the place of performance and jurisdiction shall be the seat of the BUYER.
10. **OTHER LEGAL ACTIONS** The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of any other law in force relating to any civil or criminal proceedings.
11. **VALIDITY**
11.1 The Validity of this Integrity Pact shall be from the date of its signing and extend up to the date of signing of agreement. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
12. The parties hereby sign this Integrity Pact at place.....on.....

BUYER

BIDDER AUTHORIZED SIGNATORY

Name of the Officer

Name & Designation

Designation

Stamp (seal) of Bidder

Department of Health & Family Welfare

Witness

1)

.....

2)

.....

Power of Attorney for signing of Bid

Know all men by these presents, We, (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms (Name)....., son/daughter/wife ofand presently residing at who is presently employed with us and holding the position ofas our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for providing the "lab services at delhi government health facilities " (the Project) proposed or being developed by the (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Concession Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and / or upon award thereof to us and / or till the entering into of the Concession Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us

IN WITNESS WHEREOF WE, _____ THE ABOVE NAMED PRINCIPAL
HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ day of
_____ 20....

(Signature, name, designation and address)

Witnesses

1.

2.

Accepted

Notarized

(Signature, name, designation and address of the Attorney)

Notes:

- i. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

Letter comprising the Financial Bid (Cluster A/B/C)
(Refer Clauses 11.3)

Dated:

The Project Director,
Health & Family Welfare Department
Government of NCT of Delhi

Sub: Bid for Request for Proposal for Outsourced Laboratory services in Delhi Government health facilities

Dear Sir,

With reference to your RFP document dated ----- vide Tender ID....., I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Bid for the aforesaid Project. The Bid is unconditional and unqualified.

1. I/ We acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying the Bid for selection of the Bidder for the aforesaid Project, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Bid are true copies of their respective originals.
2. This statement is made for the express purpose of our selection as Bidder for providing Outsourced Laboratory services in Delhi Government health facilities.
3. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
4. I/ We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever
5. I/ We certify that in the last three years, we or our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/ We declare that:
 - a) I/ We have examined and have no reservations to the Bidding Documents, including any Corrigendum/ Addendum issued by the Authority; and
 - b) I/ We do not have any conflict of interest in accordance with Clauses 2.11 of the RFP document; and
 - c) I/ We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Clause 2.19 of the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
 - d) I/ We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section 2 of General Terms and Condition of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice; and the undertakings given by us for the Project were true and correct as on the date of making the Application and are also true and correct as on the Bid Due Date and I/we shall continue to abide by them.
7. I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders.

8. I/ We believe that we satisfy(s) the eligibility criteria and meet(s) the requirements as specified in the RFP
9. I/ We declare that we or our Associates are not a Member of any other firm submitting a Bid for the Project
10. I/ We certify that, we/ any Member of the firm or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority.
11. I/ We further certify that in regard to matters relating to security and integrity of the country, we/ any Member of the firm or any of our Associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.
12. I/ We further certify that no investigation by a public authority or regulatory authority is pending either against us or against our Associates or against our CEO or any of our directors/ managers/ employees.
13. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
14. I/ We acknowledge and undertake that our firm was short-listed on the basis of Eligibility and Evaluation criteria
15. I/ We acknowledge and agree that in the event of a change in control of firm whose Technical Capacity and/ or Financial Capacity was taken into consideration for the purposes of short-listing, I/We shall inform the Authority forthwith along with all relevant particulars and the Authority may, in its sole discretion, disqualify our firm or withdraw the Letter of Award, as the case may be. I/We further acknowledge and agree that in the event such change in control occurs after signing of the Agreement then the Agreement shall be liable to be terminated in event new entity is expensively not accepted by Authority to continue to provide services as envisaged under this RFP/agreement without the Authority being liable to us in any manner whatsoever.
16. I/ We understand that the Selected Bidder shall be an existing Company incorporated under the Indian Companies Act, 1956 or legal business entity as per RFP.
17. I/ We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
18. In the event of my/ our being declared as the Selected Bidder, I/we agree to enter into a Concession Agreement in accordance with the draft that has been provided to me/ us prior to the Bid Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
19. I/ We have studied all the Bidding Documents carefully and also surveyed the Health facilities, OPD/IPD and patient load. We understand that except to the extent as expressly set forth in the Concession Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Concession
20. I/ We offer a Bid Security/ EMD of Rs.1,00,00,000 (Rupees one crore only) to the Authority in accordance with the RFP Document.
21. The Bid Security/ EMD in the form of a Demand Draft/ FDR/ Bank Guarantee is attached.
22. The documents accompanying the Bid, as specified in Clause 7 of the RFP, have been submitted in a separate covers and marked as "Cover A" and "Cover B".
23. I/ We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/we shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Bid is not opened or rejected.
24. The percentage discount has been quoted by me/us after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the site and all the conditions that may affect the project cost and implementation of the project.
25. I/ We agree and undertake to abide by all the terms and conditions of the RFP document.
26. I/We agree and undertake to be liable for all the obligations of the Bidder under the Agreement.
27. I/ We shall keep this offer valid for 180 (one hundred and eighty) days from the Bid Due Date specified in the RFP.
28. I/ We hereby submit our Bid for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP document:

S.No.	Cluster	Prices Quote as Percentage discount (in percentage, rounded off to two decimal places) on monthly bill as per predetermined list of Schedule 4A (based on CGHS rate 2021 (NABL)/ Non -NABL)	
		percentage (%) in numeric	percentage (%) in words
1	Cluster A (South Cluster - South, Southwest, Southeast & Central Revenue Districts)		
2	Cluster B (North Cluster - North, Northwest, West & New Delhi Revenue Districts)		
3	Cluster C (Trans-Yamuna Cluster - Shahdara, East & North East Revenue Districts)		

In case of any discrepancy in percentage quoted in words and in figures, then percentage quoted in words would be considered final.

The bidder shall quote maximum discount percentages (%), and it shall exclude all the taxes applicable. Only GST will be paid by the Authority. The financial bid shall be inclusive all operational cost inclusive HR, procurement of equipment, Reagent & consumables, infrastructure, Supply & logistics, quality assurance & maintenance & all other operational expenses as per the services defined in the scope of services.

Signature of the Bidder

Name and Address_____

Telephone Number_____

AFFIDAVIT FOR AUTHORIZED SIGNATORY

(To be given by the Bidder on a Stamp Paper of Rs. 10/-)

I..... So..... resident of the (Insert designation) of the..... (Insert name of the Bidder), do solemnly affirm and state as under:

1. That I am the authorised signatory of.....(insert name of company)(herein after referred to as "Bidder") and I am duly authorised by the Board of Directors of the Bidder to swear and depose this Affidavit on behalf of the Bidder.
2. That I have submitted information with respect to our eligibility for providing the "lab services at delhi government health facilities "(hereinafter referred to as "Project") and I further state that all the said information submitted by us is accurate, true and correct and is based on our records available with us.
3. That I hereby affirm to furnish any information, which may be requested by Authority/ Hospital to verify our credentials/ information provided by us under this Proposal and as may be deemed necessary by Authority.
4. That If at any point of time including the Service Period, in case Authority/ Hospital requests any further additional information regarding our Financial and or Technical capabilities, or any other relevant information, I shall promptly and immediately make available such information accurately and correctly to the satisfaction of Authority/ Hospital.
5. That I fully acknowledge and understand that furnishing of any false or misleading information by us in our RFP Proposal shall entitle us to be disqualified from the tendering process for the said Project. The costs and risks for such disqualification shall be entirely borne by us.
6. That, We Fully Acknowledge And Understand That In Case Any False Or Misleading Information, As Furnished By Us In Our RFP, Is Found At A Later Stage After The Signing Of The Agreement Between Authority/ Hospital And (Insert Name Of Company), It Shall Entitle Authority/ Hospital To Terminate The Said Signed Agreement between the Parties. The costs and risks for such termination shall be entirely borne by us.
7. I state that all the terms and conditions of the Request for Proposal (RFP) Document have been duly complied with.

VERIFICATION :-

I, the above named deponent, do verify that the contents of paragraphs 1 to 7 of this affidavit are true and correct to my knowledge. No part of it is false and nothing material has been concealed.

Verified at, on thisDay of....., 20....

DEPONENT

Undertaking

FORMAT FOR PROJECT UNDERTAKING

(On A Stamp Paper of RS. 100/-)

To

(Designation and name of the authority)

Name of the Firm.....

Name of the RFP _____ due date _____

Sir

1. I/we hereby agree to abide by all terms and conditions laid down in RFP document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/we hereby agree to provide the "lab services at delhi government health facilities " as per the laid down guidelines in the RFP.
4. I/we hereby agree to provide services as per "scope of work and services" and as per "schedules" laid down in the RFP.
5. I/We shall abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving charges, uniform and allowance, thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by Govt of Delhi from time to time and will also comply with other statutory provisions and shall be fully responsible for any violation.
6. I/We shall provide services through trained personnel and workers.
7. I/We do hereby undertake that neat and clean environment of health care establishment shall be ensured by our agency as well as any other point considered by our agency. Our services shall be covered under "Fidelity Bond" through Insurance Agency for a minimum sum of 3 months value of services. The Insurance Company charges for fidelity bond shall be paid by me/us.

Dated this _____ Day of _____

Name of the Bidder _____

Signature of the authorized person

ANNEXURE 9

NOTE: Undertaking must be submitted only on a non-judicial stamp paper of **Rs. 100 /- (Rs. One hundred only)**.

Undertaking regarding Criminal Liability

I, _____ S/o _____

Resident of _____ do solemnly pledge and affirm.

1. That I am the proprietor /partner/authorized signatory of M/s _____
2. That the above said firm has not been declared defaulter by any government agency and that no case pertaining to violation of Income Tax Act, GST, Service Tax/Labour Laws is pending against the agency.
3. That no case of any nature i.e., CBI, /Income Tax/Sales Tax/ is pending against my firm. (If pending, please give details).
4. That NO criminal case is pending against the above said firm. (If pending, please give details).
5. The firm has not been convicted till the date of bidding.
6. The firm is not bankrupt or has not filed for bankruptcy.
7. That above said firm has not been black-listed /debarred by any government department from participating in tendering process.
8. If the firm gets convicted by the court of law after the date of bidding, it would be intimated to the Authority.

DEPONENT

Verification

Verified at _____ on this _____ day of _____ that the contents mentioned above are correct and true to the best of my knowledge and nothing has been concealed there from.

DEPONENT

Dated:

Signature of the Tenderer

Rubber Stamp of Tenderer

FORMAT OF LETTER OF INTENT

(On Office letterhead)

Letter No./ _____/ outsourced laboratory services in Delhi Government health facilities / 2021-22
place...../dated.....

To,

.....

Subject: RFP vide Tender ID..... for Hiring the agency for providing outsourced laboratory services in Delhi Government health facilities. Reference: Your proposal submitted for the same.

With reference to the above, we are pleased to inform you that you have been selected to provide laboratory services in Delhi Government health facilities.

I am sure by now you have done the Situation analysis of the Health facilities and started the process of identifying the pool of resources to be deployed in designated areas.

This letter of intent is sent to you to award a work order against your proposal, as the RFP evaluating committee found your proposal suitable for pathological services.

You are required to acknowledge the LoI in writing within seven days and also within Fifteen days of this notice, you are required to enter into the agreement with The Authority, Department of H&FW laboratory services in Delhi Government health facilities to get the work order.

You also need to submit all required documents along with the Performance guarantee.

If the successful bidder does not accept LoI or after accepting LoI does not enter into the agreement, within specified period, The Authority reserves the right to cancel the LoI issued to him and forfeit the EMD.

The Authority may also blacklist the bidder.

Please return a copy of this letter acknowledging receipt as indicated below.

Signature & date

The Authority, Department of H&FW, Laboratory services in Delhi Government health facilities Delhi

Acknowledgement

We acknowledge the receipt of the letter of Intent No. ----- dated..... on -----
(date). We will do all the required formalities as per RFP within fifteen days and enter into the agreement mentioned in the RFP document

Signed..... Date..

On behalf of (name of The Authority, Department of H&FW) Name of the successful bidder and seal

PROFORMA FOR PERFORMANCE SECURITY/BANK GUARANTEE FOR OUTSOURCED LABORATORY SERVICES IN DELHI GOVERNMENT HEALTH FACILITIES.

To,
(The Tender Inviting Authority)

WHEREAS.....(Name and address of the Service Provider)(Hereinafter called "the service provider" has undertaken, in pursuance of contract No.....dated.....(herein after "the contract") to provided specific laboratory services.

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled nationalized bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give such a bank guarantee on behalf of the service provider;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of(Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforeside, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to 60 (Sixty) days after the completion of all contractual obligations. i.e. up to(indicate date)

.....

(Signature with date of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch.