

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

F-11(25)/LBSH/OUT SOURCING/LAB SERV/2022(Part File-1)/

Dated:

**Clarifications/amendments to RFP for Outsourcing of Lab. Services in Delhi Government Health Facilities**

Pre-Bid Meetings regarding Outsourcing of Lab. Services in Delhi Government Health Facilities vide Tender ID: 2022\_LBSH\_220885\_1 was held on 28-04-2022 at 10.00 AM in the Conference room; 1st floor, Administration Block, Lal Bahadur Shastri Hospital, Khichripur, Delhi-91.

In response to queries/suggestions of the prospective bidders following clarifications/ amendments to the RFP are issued (as appended).

The bidders are requested to carefully study the bid document along with these clarifications/ amendments (including amended Annexures) and prepare/ submit the bids taking due consideration of these. Bidders should carefully note that they have to submit the bid using amended Annexures (as enclosed), wherever applicable.

Rest of the content/ information in RFP issued on 22-04-2022 remains the same.

It is once again reiterated that before submission of bids, Bidders should carefully study the bid document along with clarification/ amendments/modified Annexures as enclosed herewith, and submit the Bids as per revised schedule of events taking due note of clarifications/ amendments, including amended Annexures.

P.S. : Please use amended Annexures (as enclosed) wherever applicable.

-Sd-  
Project Director-M.S.  
LBS Hospital

In response to queries raised by the prospective bidders during Pre-Bid Meetings and queries received on e-mail, the clarifications/ amendments are as under:

S.No.	Clause No.	Details in existing clause in RFP	Query/ Suggestion	Clarification/ Amendment
1.	Page 16	Page 16 ,technical bid Total number of Tests under the scope of NABL/CAP in the predetermined list of tests in Schedule 4A (based on CGHS list) 150-200 Tests 10 Marks 201-250 Tests 20 Marks 251-282 Tests 30	More than 200 test shall be given full marks	No change
2.		Query on infrastructure ,including furniture/refrigerator/table and computer etc. for all the centres.	It should be borne by Delhi Government.	The details regarding infrastructure are already provided in the RFP
3.	Page 33 Schedule 2 clause 1	Page 33 Schedule 2 clause 1 for penalty Commencement date for the Outsourced (Non[1]radiological) Laboratory services in Delhi Government health facilities within 15 days from the date of Agreement	Looking at the complexity of project this should be increased to 45 Days.	No change

S.No.	Clause No.	Details in existing Clause in RFP	Query/ Suggestion	Clarification/ Amendment
1.	1.1.1	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 should be allowed and Joint Revenue of the consortium members should be considered for the purpose of Financial Capability	No change

		Consortium or Joint Venture for the purpose of qualification of this tender is not permitted.		
2.	1.1.5	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 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	The bidder must have a minimum annual turnover of Rs.20,00,00,000/-(Rs. Twenty Crore) in each year (From medical lab. services as envisaged in this tender 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 . which is being generated and delivered in Delhi/NCR Region  Or Consortium should be allowed & Joint Revenue of the consortium members should be considered	No change
3.	1.1.6	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	The Bidder should have one Referral Lab and the Active Home Collection Network of 150 Active Trained Phlebotomist in Delhi/NCR	No change

		in Annexure 2F.		
4.	1.1.6	C.The Bidder shall have minimum of 150 test under the scope of NABL/CAP as per Schedule 4A as on date of publishing this tender.	<p>The Lab should NABL Accredited for more than 5 years + and Service Provider should get 90% Test mentioned in Schedule 4A and 4B 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.</p> <p>Or Bidder should have Minimum 50 Parameter under NABL Scope at that time of Bidding.</p>	No change

S.No.	Clause No or Reference in RFP Document	Details as in Existing Clause in RFP	Suggestion/Suggested Clause	Clarification/ Amendment
1	Test Reports- Clause No. 'a'	<p>* Total cost of the Lab test conducted as per tariff rate/ market rate</p> <p>* Remarks " This cost is borne by Delhi Government</p>	As Delhi Govt. will pay the discounted rate, So, Discounted Cost is borne by Delhi Govt. should be there because we are not charging as per tariff rate	This will be decided in Mutual discussion after selection of Bidder
2	Panelty Clause	Turnaround time for Reporting for	Turnaround time of Reporting	No change

	Details - 2	<p>each health facility &gt;90% per month Nil</p> <p>80%-90% per month 5% of the monthly bill of that health facility would be deducted from the pending bills /security money</p> <p>70% to below 80% per month 8% of the monthly bill of that health facility would be deducted from the pending bills /security money</p> <p>60% to below 70% per month 10% of the monthly bill of that health facility would be deducted from the pending bills /security money</p> <p>If turnaround time is consistently below 60% for continuous period of three months or more months for health care facility in a cluster. Event of default</p>	for each health facility > 80% per month should be Nil	
3	<p>Documents Comprising the Bids</p> <p>Cover A: Pre-qualification including Technical capacity and Financial Capacity</p>	Annexure 12 - Certificate for Fully owned subsidiary	Annexure 12 is not available in Tender docs	There is no Annexure 12 in the RFP Document.
4	Hospital and Polyclinics-	1.1.1 In case payment is made by the department within 15 days of receipt of corrected and duly verified bills, 3% discount will be given by the provider,	Kindly remove 3% and 2% discount module because quoted rate will be very highly discounted rate and further	No change

		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.	discount will not be possible. Payment reimbursement TAT should be maximum of 30 days from bill receipt and there is no further discount should be on this. If it is delayed beyond 30 days then a penalty @1% for each month or part thereof will be paid on pending bills to the provider	
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Tender clause				Amendment required	Clarification/ Amendment
1.1.1	PQB	Legal entity	<p>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.</p> <p>It is clarified that the Applicant firm has to be a reputed Lab. only.</p>	<p>The Bidder may be a sole bidder or a Consortium of independent entities.</p> <p>The bidder shall be a sole provider a group of (Company/ Partnership firm/ society/ Trust/ LLP/ Proprietorship) coming together as 'lead partner'</p>	No change
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	a. The Bidder shall have at least three years of Experience in providing Laboratory services	No change

			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.	in five or more Laboratories in Govt./ private sector on In-house model (Reagent rental/ Per test) or Outsourcing model from bid due date of RFP as certified by Statutory Auditor as per performa in Annexure 2F. the bidder should submit copy of MOUs / Agreement/ work order in case where the services are provided to Govt. Laboratory	
			b.The Bidder should have conducted and reported minimum of 20,00,000 (Twenty Lakh) tests as per Schedule 4A and 4B in last financial year(2020-21) excluding test for covid (RTPCRTruNAT,CBNAT RAT) in its self owned laboratory .	The bidder should have conducted and reported minimum of 10,00,000 (10 Lakh) tests as per Schedule 4A and 4B in last financial year(2020-21) excluding test for covid (RTPCRTruNAT,CBNAT RAT) in its self owned laboratory (referral and satellite combined) or Govt. owned Laboratory anywhere in India where the bidder is providing the Laboratory services .	No change
			c.The Bidder shall have minimum of 150 test under the scope of NABL/CAPas perSchedule 4Aas on date of publishing this tender.	The bidder shall have experience of providing services to atleast five NABL/CAP certified labs in Govt. private sector anywhere in India.	No change

1. The following amendments are done:

Clause/Annexure	As in RFP	Amended and to be read as under
Clause 1.1.5	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 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	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
Clause 1.1.6	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.	a.The Bidder shall have at least one referral and two satellite labs (self-owned or controlled) in Delhi or in adjoining cities of NCR sharing border with Delhi in operation prior to the date of publishing of original RFP i.e. 08 March 2022.  The bidder should have continuous past three years' experience prior to bid due date of RFP, in providing similar laboratory services as certified by Statutory Auditor as per Annexure 2F
RFP Title	"Request for Proposalfor Outsourcing of Lab Services InDelhi Government Health Facilities"	"RFP for setting up of Extension Counters for AAMC in Delhi Govt. Health Facilities on Outsourcing Basis"

2. Following Annexures have been amended and are enclosed (only amended Annexures to be used in place of earlier, wherever applicable) :-

Annexure 2 F	Certificate from statutory auditor regarding bidder providing clinical laboratory services continuously during last 3 years and one referral and two satellite labs. in Delhi or in adjoining cities of NCR sharing border with Delhi
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Further, following clarification are issued:



3. Clause 1.1.5 in the RFP may be read as “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”.
4. Clause 1.1.6 in the RFP may be read as “The Bidder shall have at least one referral and two satellite labs (seif-owned or controlled) in Delhi or in adjoining cities of NCR sharing border with Delhi in operation prior to the date of publishing of original RFP i.e. 08 March 2022. The bidder should have continuous past three years’ experience prior to bid due date of RFP, in providing similar laboratory services as certified by Statutory Auditor as per Annexure 2F”.
5. It was clarified that the TAT mentioned in the RFP is only indicative and the final TAT will be decided by mutual discussion at the time of commencement of services.
6. It was clarified that subsidiary firm can participate as an independent applicant, however, it has to meet all eligibility criteria. In this case the parent company and other subsidiaries can’t participate.
7. It was clarified that firm should have the GST No.
8. It was clarified that no change in the QCBS criteria would be done and it will remain as in RFP
9. It was clarified that no relaxation in time beyond stipulated time period will be given for submission of certificates from statutory auditor.
10. It was clarified that storage space would be provided only for logistics. Storage of samples would be the responsibility of vendor wherever such facility is not there
11. It was clarified that all the eligibility criteria including EMD, Turnover, Technical Capacity. Experience will have to be met by all participating firms and no relaxation would be provided to any firm like Start ups/ MSME etc.
12. It was clarified response to the queries would be uploaded on Delhi Government e-procurement site as per the terms of RFP.

**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 AND ONE REFERRAL AND TWO SATELLITE LABS. IN DELHI  
OR IN ADJOINING CITIES OF NCR SHARING BORDER WITH DELHI**

I..... S/o ..... resident of  
.....certify :-

That M/s. ....(firm/company/corporation/society/registered trust) situated at ..... has participated in tender no. \_\_\_\_\_ of Department of Health & Family Welfare, GNCTD and I am duly certifying as per authentic record that M/s. ....(firm/company/corporation/society/registered trust) have at least one referral and two satellite labs (self-owned or controlled) in Delhi or in adjoining cities of NCR sharing border with Delhi in operation prior to the date of publishing of original RFP i.e. 08 March 2022 and these are namely (as under).

Details of referral and satellite Labs. in Delhi/NCR are:

1. Name of firm (owning/controlling Lab.):
2. Name of Lab.(as registered):
3. Address of Lab.:
4. Incharge of Lab : Name.....Mobile No. ....
5. Contact person of Lab : Name..... Mobile No. ....
6. Lab. Landline No.:
7. email:

Further M/s.....is providing clinical/medical Lab. services (excluding radiology) through any of its self-owned or controlled lab continuously in past three years prior to bid due date of RFP.

**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