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**NORTH DELHI MUNICIPAL CORPORATION
HEALTH DEPARTMENT**



O/o the Director Hospital Administration
12th Floor, Dr. SPM Civic Centre,
JawaharLal Nehru Marg,
New Delhi – 110002
Ph. No. 23226204

No. 438/DHA/NDMC/2021

Dated: - 08.12.2021

INVITATION FOR EXPRESSION OF INTEREST (EOI)

North Delhi Municipal Corporation invites expression of interest from NGO/Charitable Trust/Philanthropic organization/society to run medical facility at Jhandewalan Chest Clinic Karol Bagh & Qutubgarh Dispensary Complex premises at Narela Zone. The details are available in MCD website <https://mcdonline.nic.in/ndmcportal> & <https://etenders.gov.in/eprocure/app>. Last date of submission of EOI is 04.01.2022.


08/12/21 DHA
North Delhi Municipal Corporation

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HEALTH DEPARTMENT**

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North Delhi Municipal Corporation invites Expression of Interest (EOI) online on portal <https://etenders.gov.in/eprocure/app> from NGO/Charitable Trust/Philanthropic organization/society to run medical facility under mandatory medical supervision as detailed in EOI. The interested NGO/Charitable Trust/Philanthropic organization/society can participate for one or both the sites listed below:

- (A) Jhandewalan Chest Clinic premises, Karol Bagh Zone, Delhi**
- (B) Qutubgarh Dispensary Complex, Narela Zone , Delhi**

A. Mandatory Services

These below mentioned services are to be compulsorily provided totally free of cost to patients: -

- General and specialist OPD consultation services of Medicine, Paediatrics, Gynecology, Dental services,
- Blood Bank services round the clock.
- Drug bank.(to accept donated drugs/medicines from public organizations and ensure free distribution of same to patients)

B. Optional services

To be provided free of cost -

- Eye, ENT & Skin and other OPD consultation services.
- Ayush/ Alternative medical services.
- Doctor's consultation/visit charges of In-patient services

To be provided either free of cost or at reasonable cost

- Medicines to be provided free of cost but if chargeable, generic medicines should be provided on no profit basis.
- In-patient services such as medical procedures, investigation / Diagnostic services (X-Rays, Basic Haematology and Biochemistry Lab services, Ultrasound, ECG etc.), Physiotherapy and any other medical services should be provided free of cost, but if chargeable, the charges should not exceed the rates chargeable to CGHS beneficiaries as per CSMA Rules.
- All the facilities shall be provided free of cost to BPL card holder.

North DMC (Licensor) will provide for:

(A) Jhandewalan Chest Clinic premises, Karol Bagh Zone, Delhi

1. The land and the building of North DMC shall be handed over to the Licensee on License on "As is where is basis" in the demarcated area of Jhandewalan Chest Clinic premises, Karol Bagh Zone, Delhi
2. License shall be for 15 years.
3. License may be renewed subject to satisfactory performance report for a further period of 5 Years.

(B) Qutubgarh Dispensary Complex, Narela Zone , Delhi

1. The plot area of the Hospital block in Qutubgarh Dispensary Complex, Narela Zone, Delhi with set backs of 6.0 mtr. (Back side), 6.0 mtr. (Left side), 12.0 mtr. (Right side) comes out to 3837.0 Sqm. Out of plot area of Hospital Block, total floor area available for use approximately 2600 Sqm at Ground floor, First floor & Second floor shall be handed over to the Licensee on License on "As is where is basis".
2. License shall be for 15 years.
3. License may be renewed subject to satisfactory performance report for a further period of 5 Years.

Draft Mandatory Terms and Conditions of EOI

1. The ownership of the land and/or building shall remains with North DMC including alteration/rectification done by the licensee with approval of competent authority of North DMC. There shall be no permanent alienation of land or building.
2. The Licensee will have to Establish/ Develop, Operate and Manage Health Care Facilities on its own expenses/fund.
3. The Licensee should be currently running Health Care Facility and have past experience of running a Health Care Facility in last six years.
4. Suitable action will be taken if the Licensee fails to fulfill the obligations or does not abide by terms and conditions.
5. The License can be terminated on three month notice at any time, without mentioning any reason.
6. The Licensee should conduct its own independent survey, assessment, analysis and check the adequacy of infrastructure for the project and in case any additional

infrastructure is required licensee will create the same from their own funds after approval of the competent authority.

7. The Licensee will have to ascertain that the proposal of Health Care Facility is permissible under the extant rules and regulations of the relevant regulatory bodies.
8. The Licensee will be responsible for providing all the requisite Manpower, Equipments, Instruments, Fitting, Fixtures and Consumables.
9. The Licensee will be responsible for providing the security of premises and Health Care Facility.
10. All expenditure incurred on equipping and recurring expenditure like salary of all employees, electricity, water, maintenance, BMW management, security etc. shall be borne by the Licensee. North DMC shall not reimburse any amount.
11. The Licensee will have to arrange the necessary permissions, approvals License, etc. from appropriate Govt./Municipalities and will be obligated to follow and comply with all existing applicable laws and any changes therein from time to time in all matter and the North DMC will not be obligated to secure for the Licensee any concessions, exemptions from any governmental or Municipal authorities.
12. Audit of Health Care Facility can be undertaken by the North DMC.
13. Director Hospital Administration or its representative is competent authority for supervision, inspection and grievances redressal to ensure proper functioning of Health Care Facility.
14. After issuance of License, the facility should be started within three months after building is handed over by North DMC or building is made ready by the NGO/Charitable Trust/Philanthropic organization/society if, not ready-to-use. The Commissioner will be the competent authority to decide and grant time for starting of Health facility.
15. In case of expiry of License or termination of License, the Licensee shall vacate the premises, free of all dues and encumbrances, and hand over peaceful possession of the said premises including any and every new construction/addition/rectification in building and other developmental work including Fittings & Fixtures to North DMC free of cost and in good/working condition.
16. The Licensee shall solely be responsible for any act of omission or commission in violation of any law/rule/regulation in force from time to time.
17. The Licensee will have to submit security deposit of Rs. 10 Lacs with North DMC. The security deposit will be refunded after handing over of the possession of the premises by the licensee subject to issue of no dues by competent authority.
18. The Licensee shall defend, indemnify, release and hold harmless the North DMC from and against any & all losses, damages, injury, liability, demand and claim of injury to or

death of any person (including an employee of Licensee or North DMC) public or for loss of damage to property (including Licensee or North DMC), in each case weather directly or indirectly resulting from or arising out of Licensee's performance under this License. This indemnity shall apply whether or not North DMC was or is claimed to be passively, concurrently, or actively negligent, regardless of whether liability fault is imposed or sought to be imposed on the North DMC. Such indemnity shall not apply to the extent that is void or otherwise unenforceable under applicable law in effect on or validity retroactive to the date of this license, and shall not apply where such loss, damage, injury, liability, death or claim is the result of the sole negligence or willful misconduct of the North DMC. The licensee shall submit an indemnity bond detailing the same.

19. The Licensor & the Licensee shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the license.

In case of dispute or difference arising between the Licensor & the Licensee relating to any matter arising out of or connected with this license, the Licensor & Licensee shall resolve dispute in good faith through mutual negotiations. If the dispute remains unsettled for two months the dispute shall be referred to a committee of higher official(s) constituted for the purpose by the Commissioner, North DMC.

20. Jurisdiction of court: The court of the place from where the acceptance of license has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of this license. However all disputes are subject to "Delhi Jurisdiction" only.
21. Commissioner North DMC will be the competent authority in all other matters.
22. Any repair/rectification/renovation/addition of the structure including construction of semi-pucca (SPS) or porta cabin structures in the premises shall be initiated with the prior permission of Health Department of North DMC and subject to compliance of relevant provisions of the Building Plan/Building Bye-laws and other relevant laws/rule/regulations.
23. All facilities shall be provided by the licensee and the licensee shall be responsible for ensuring the compliance of the terms and conditions of this license by procuring the services/material required by entering into an agreement/contract even with any third party. However, the North DMC shall not be a party to the said agreement/contract.
24. No citizen shall be prevented from availing services of Health Care Facility.
25. The building/premises being the property of North DMC shall be exempted from levy of Property Tax/service Charge.
26. The NGO/Charitable Trust/Philanthropic organization/society applying for license should be registered under relevant rule & regulation.

27. The premises shall not be used for any other purpose except for the provision of Health Care Facility to the citizens as per above terms and conditions.
28. In the condition of force majeure, in the interest of public at large and/or in the interest of North DMC, the terms of the license may be amended/alterd with the approval of Commissioner North DMC.
29. In case of dispute or difference arising between the Licensor & the Licensee relating to any matter arising out of or connected with this license, the Licensor & Licensee shall resolve dispute in good faith through mutual negotiations. If the dispute remains unsettled for two months the dispute shall be referred to a committee of higher official(s) constituted for the purpose by the Commissioner, North DMC.
30. Jurisdiction of court: The court of the place from where the acceptance of license has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of this license. However all disputes are subject to "Delhi Jurisdiction" only.
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36. The NGO/Charitable Trust/Philanthropic organization/society applying for license should be registered under relevant rule & regulation.
37. The premises shall not be used for any other purpose except for the provision of Health Care Facility to the citizens as per above terms and conditions.
38. In the condition of force majeure, in the interest of public at large and/or in the interest of North DMC, the terms of the license may be amended/alterd with the approval of Commissioner North DMC.



Essential Requirements for bidders:-

1. NGO/Charitable Trust/Philanthropic organization/society, interested party should be currently running Health Care Facility and have past experience of running a Health Care Facility in last six years.
2. NGO/Charitable Trust/Philanthropic organization/society, interested party should have net worth of more than One Crore.
3. All documents are to be self attested and signed.
4. Bidders must be registered on etenders.gov.in portal.
5. Bidders must have digital signature certificate.
6. It is mandatory to upload EOI documents on website etenders.gov.in portal.
7. Processing fees to be submitted online through RTGS/NEFT/Net banking.
8. North DMC may issue addendum(s)/corrigendum(s) to the EOI documents. In such case, the addendum(s)/corrigendum(s) shall be issued and placed on portal <https://etenders.gov.in/eprocure/app> at any time before the closing time. The applicants must visit the portal and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. This shall be the responsibility of the prospective registered applicants to check the website for any such corrigendum/addendum till the time of closing and ensure that EOI submitted by them are in accordance with all the corrigendum/addendums. All corrigendum/addendums and conditions laid down in the EOI document, EOI advertisement, EOI schedules, etc. will be part of the EOI.

Evaluation Criteria:

NGO/Charitable Trust/Philanthropic organization/society, interested party will be evaluated as under:-

A	Optional Services	Max SCORE(100)
1	AYUSH OPD	2
2	AYUSH OPD with total free medicines	5
3	Panchkarma facility	3
4	Dental including implant facility and dental lab	5
5	Eye	2
6	Eye with operative facility	3
7	ENT	2
8	Audiometry facility	2
9	ENT with operative facility	3
10	Skin	2

11	9. Skin with cosmetology ,Laser facility	3
12	Physiotherapy	2
13	Occupational therapy	2
Total		36
B	Diagnostic Facility	
1	ECG	2
2	Ultrasonography	3
3	X Ray facility	2
3a	Dental OPG And CT	2
4	CT scan	4
5	MRI	5
6	Basic hematology	2
7	Advanced hematology	3
8	Basic Biochemistry	2
9	Advanced Biochemistry	3
10	Basic Microbiology	2
11	Advanced Microbiology	3
12	Clinical Psychology and counseling facility	3
13	Pulmonary Function Test	3
Total		39
C	IPD	10
D	Net worth (as per balance sheet)	
1	upto2 Crore	2
2	More than 2 to 3 Crore	3
3	More than 3 to 4 Crore	4
4	More than 4 crore	5
E	Experience in Health Sector	
1	Upto 8 Years	2
2	More than 8 Years	3
F	Presentation on construction and operation	7

Processing Fee:

Processing fee of **Rs.5000/-** is to be submitted online through RTGS/NEFT/Net banking

Submission of EOI.

1. The EOI is to be submitted online.
2. It is mandatory to upload EOI documents on website etenders.gov.in portal.
3. Bidders must be registered on etenders.gov.in portal.
4. Bidders must have digital signature certificate.
5. Processing fees to be submitted online through RTGS/NEFT/Net banking as given on portal.
6. The online EOI along with relevant documents and processing fee of Rs.5000/- shall be submitted on or before 04.01.2022 on the portal.

Mandatory Documents:

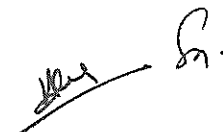
- i. Copy of organization valid registration certificate with appropriate authority and current office bearers.
- ii. Copy of constitution of organization participating in EOI.
- iii. Annual report of activities and financial statements duly audited by chartered accountant for last six years along with GST registration & PAN card.
- iv. Certificate of acceptance of terms and condition of EOI
- v. Foreign Accounts Tax Compliance Act (FATCA) and other statutory compliance certificate of foreign donors and Aid if any.
- vi. Documentary evidence of experience in medical facility field of not less than six years.
- vii. Declaration that organization has not been blacklisted or banned by any govt dept or entity.
- viii. Declaration stating that all statement is correct and true to the best of knowledge and belief and nothing has been concealed.

Important

- The organization participating in EOI and qualified will only be allowed in tender process.
- Concealing of information or wrong information will lead to rejection of EOI of concerned organization.
- **For qualification in tender applicant must have minimum score of seven in D+E+F and submission of mandatory documents is essential.**

Format for EOI Application

1. Name and full address of the Organization;
2. Point of contact with Designation;
3. Contact Details; Tel. No.; Mobile No. , Fax if any;
4. E-mail ID;
5. Current List of Operational Health facilities of similar nature.
6. Copy of organization valid registration certificate with appropriate authority and current office bearers.
7. Copy of constitution of organization participating in EOI.
8. Annual report of activities and financial statements duly audited by chartered accountant for last six years along with GST registration & PAN card.
9. Certificate of acceptance of terms and condition of EOI
10. Foreign Accounts Tax Compliance Act (FATCA) and other statutory compliance certificate of foreign donors and Aid if any.
11. Documentary evidence of experience in medical facility field of not less than six years.



12. Declaration that organization has not been blacklisted or banned by any Govt. Deptt. or entity.
13. Declaration stating that all statements are correct and true to the best of knowledge and belief and nothing has been concealed.

A handwritten signature in black ink, consisting of a stylized 'M' followed by a horizontal line and a large 'S'.