

REQUEST FOR QUOTE

Document for

IDENTIFICATION OF SERVICE PROVIDER FROM EMPANELLED FIRMS FOR ASSISTANCE IN MEDICAL LAB PROJECT

RFQ No: HLL/HCS/RFQ/2025-26/05 Dated 21.02.2026



HLL LIFECARE LIMITED

(A Govt. Of India Enterprise)
CIN: U25193KL1966GOI002621

**HLL Bhavan, Poojappura,
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NOTICE INVITING REQUEST FOR QUOTE (RFQ) FOR IDENTIFICATION OF SERVICE PROVIDER FROM EMPANELLED FIRMS FOR ASSISTANCE IN MEDICAL LAB PROJECT

HLL Life care Limited, a Government of India Enterprise, invites financial quotes from empaneled firms under medical laboratory segment (category A, B & C) for support in setting up and maintenance of medical laboratory project in Karnataka. Interested bidders can obtain more details about the project, from the office of the undersigned.

RFQ No	: HLL/HCS/RFQ/2025-26/05 Dated 21.02.2026
RFQ PUBLISHING DATE	: 21.02.2026
LAST DATE AND TIME FOR RECEIPT OF RFQ	: 09.03.2026, 03:00 pm
TIME AND DATE OF OPENING OF THE RFQ	: 10.03.2026, 03:00 pm
EMD	: Rs. 14.00 Lakhs
PLACE OF OPENING OF RFQ	: HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
ADDRESS FOR COMMUNICATION	: AVP i/c & BH (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
EMAIL ID	: hcstenders@lifecarehll.com

ASSOCIATE VICE PRESIDENT i/c & BH (HCS)
HEALTHCARE SERVICES DIVISION

DISCLAIMER

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this RFQ Document. All information contained in this Notice Inviting Tender (NIT) provided / clarified are of good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this RFQ Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this RFQ Document and any other terms and conditions subject to which such information is provided. Though adequate care has been taken in the preparation of this RFQ document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFQ document is complete in all respects and firms submitting their bids are satisfied that the RFQ document is complete in all respects. If a bidder needs more information than what has been provided, the potential bidder is solely responsible for seeking the information required from HLL.

HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary. HLL reserves the right to reject any or all of the applications submitted in response to this RFQ document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFQ.

HLL reserves the right to change/modify/amend any or all of the provisions of this RFQ document. Such changes would be posted on the website of HLL (www.lifecarehll.com) and the CPP portal. Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution for unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFQ document, any matter deemed to form part of this RFQ document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

SECTION-1 INSTRUCTIONS TO BIDDERS (ITB)

1. COMPANY BACKGROUND

HLL Lifecare Limited is a Government of India “Mini Ratna” Public Sector Enterprise, under the Ministry of Health and Family Welfare, Government of India. (Hereinafter known as “HLL”). Over the years, HLL has grown to serve many new areas in the field of healthcare in India in addition to manufacturing of contraceptives, and medical products.

HLL’s purpose of business is “to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations”. In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into hospital products and healthcare services, while nurturing its core business of providing quality contraceptives.

Healthcare Services Division

The Healthcare Service Division (HCS) of HLL is setting up and operating High-end path lab facilities and imaging centres across the country partnering with various State Governments and Central Government Institutions. The purpose of this division is to make available the high-end path lab diagnostic facilities and imaging facilities to poor and needy patients at a much affordable rates. At present, HCS division of HLL has its presence in sixteen states.

2. INTRODUCTION

Through a chain of Healthcare Diagnostic centres, called HINDLABS, HLL offers clinical pathology lab services and Radio diagnostic imaging services. Over a period of short span HINDLABS emerged as one of the key player among retail diagnostic chains with 167 Diagnostic labs, 4000 collection centers (Which includes PHC, RH, DH, SSH, RRH, WH & MH) and 62 medical imaging centres in various states and cities across India. HINDLABS uses state-of-the-art technology to provide the most comprehensive and advanced imaging services. The facilities are designed to comply with National Accreditation Board for Testing and Calibration Laboratories (NABL) standards.

The Healthcare Services Division (HCS) has numerous projects in pipeline and intended to explore the possibility of having Strategic Business Partners for their upcoming medical laboratory business projects. Accordingly, HLL had invited an Expression of Interest (EOI number: HLL/CHO/HCS/ML/2022-23/01 Dated 03-06-2022) for empanelment of Strategic Business partners for Medical laboratory Business of HCS Division of HLL Lifecare Limited. This EOI was

floated in eprocurement portal of Government of India and after scrutiny the firms who met the EOI qualification criteria were empanelled. Further, the panel was expanded vide EOI no. HLL/CHO/HCS/EOI/2023-24/02 Dated 11.07.2023.

All the empanelled firms have submitted declaration and agreed for minimum revenue share of 8% for HLL. As per the above said EOI terms, post empanelment, through competitive bidding among the empanelled firms, Service provider shall be finalised for individual projects based on the highest revenue share they are willing to share with HLL, over and above the minimum revenue share.

3. SCOPE OF RFQ:

HLL Lifecare Limited intends to set up and operate a diagnostic facility inside a hospital in Karnataka, providing a comprehensive range of diagnostic services. This laboratory is intended to be equipped to cater to major diagnostic services, including but not limited to Biochemistry, Hematology, Clinical Pathology, Microbiology, Serology, and Immunology. This Request for Quotation (RFQ) is floated among the empaneled strategic partners of HLL for medical laboratory segment to identify and engage a suitable service provider to assist HLL in setting up and maintenance of the facility. The engagement will be structured under a revenue-sharing model for proper establishment and ensuring sustainable operations while expanding the scope and quality of diagnostic services offered to patients.

3.1 Scope of Service Provider

Selected service provider shall provide all services specified in the Scope of Work of this RFQ and fulfil all obligations with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry. Activities must be undertaken in full compliance with the empanelment and above referred EOI terms. General scope of service provider is as listed below.

Technical Assistance and Facility Establishment

- Support HLL with technical expertise and support for the establishment and maintenance of diagnostic facilities.
- Facilitate access to advanced technologies, systems, safe and effective equipment, machinery, materials, and methodologies, strictly aligned with the requirements and terms of this RFQ.
- Assist HLL in planning, designing, setting up and maintaining the facilities in line with prescribed quality and safety standards.

- At all times, safeguard and promote HLL's legitimate interests while dealing with third parties.

Turnkey Facility Execution and Infrastructure Deployment

- Incur the required capital expenditures for establishment and smooth maintenance of the facility
- Support HLL in executing turnkey works (civil/electrical/plumbing etc) related to diagnostic facilities.
- Ensure complete deployment of required equipment, accessories, and support infrastructure.
- Manage the up-time and reliability of all deployed machines, incurring all capital-related expenses associated with these responsibilities.

Equipment Procurement, Installation, and Maintenance

- At its own cost, procure, supply, install, commission, maintain, calibrate and upkeep of diagnostic equipment essential for providing medical laboratory services including, but not limited to, pathology/clinical pathology, immunology, haematology, cytology, biochemistry, nutritional & tumour markers and micro biology etc. This shall include:
 - **Core diagnostic equipment** such as fully automated biochemistry analyzers, hematology analyzers, immunoassay analyser, electrolyte and coagulation analysers, urine analyser, HbA1C analyser and other instruments essential to the prescribed test menu and any subsequent additions. Microbiology and Molecular lab equipment also to be provided as per the requirement of HLL.
 - **Ancillary equipment** including refrigerators, deep freezers, centrifuges, biosafety cabinets, autoclaves, phlebotomy chairs/supplies, and other project essentials.
 - **Support infrastructure** such as air conditioners, computers, printers, barcode systems, LAN and networking, CCTV, UPS with batteries, DG sets/power backup, and required furniture/fixtures.
- Ensure that all equipment are fully automatic and bidirectionally interfaced with HLL's or the hospital's Laboratory Information System (LIS)/software.
- Upgrade or scale up instruments with advanced models of higher throughput at no additional cost whenever the patient load or test volume increases, or as directed by HLL's competent authority.
- Ensure all equipment complies with HLL's technical specifications, NABL/ISO 15189 standards, and manufacturer requirements.
- Arrange Annual/Comprehensive Maintenance Contracts (AMC/CMC) to guarantee 95% uptime of the equipment and ensure availability of critical spares.
- Maintain all calibration records as per manufacturer and NABL guidelines. The cost of calibrators/consumables required for calibration shall be borne by the Service Provider.

- Provide HLL with proof of manufacture (date and place) for all equipment supplied and obtain HLL's approval prior to installation.
- In case of breakdown, immediately arrange repair or replacement. If required, testing may be routed through NABL-accredited third-party facilities, with prior concurrence of HLL.

Consumables and Supply Chain Management

- Whenever notified by HLL, provide all reagents, consumables, and other supplies required for laboratory operations at the Service Provider's cost, strictly adhering to HLL's specifications.
- Maintain a minimum buffer stock of three months' supply of reagents and consumables and submit periodic inventory reports to HLL.
- Ensure uninterrupted supply of all consumables through robust supply chain and vendor management practices, in consultation with HLL's procurement team.

Sample Collection and Transportation

- Assist HLL in the collection of laboratory samples from designated locations.
- Arrange adequate manpower, consumables, and reliable transportation to ensure timely and safe sample collection and transfer.

Regulatory and Statutory Compliance

- Ensure full compliance with all applicable local, state, and national healthcare regulations.
- Assistance in project execution in alignment with HLL's SOPs, operational protocols, and safety requirements.
- Provide support to HLL in securing and maintaining all licenses and approvals required for operations.

- **Quality Compliance**

- Comply with all the quality requirements of HLL with regard to equipment
- Render all necessary support to HLL in attaining NABL accreditation within 3 years of operation

IT Support

- Facilitate and arrange IT infrastructure including hardware and software as an when required by HLL.

Security and Surveillance

- Arrange, install, and maintain CCTV/IP-based surveillance systems in all diagnostic facilities, in consultation with HLL.
- While the system shall be managed by HLL, installation and upkeep shall remain the responsibility of the Service Provider.

Quality Assurance and Accreditation Support

- Assist HLL in maintaining the highest quality standards in service delivery to beneficiaries.

- Ensure compliance with NABL, ISO 15189, NABL 112 (or latest guidelines), and other statutory/accreditation requirements.
- Undertake continuous monitoring, calibration, and process improvements to meet quality benchmarks.
- Assistance in training of the staff as when required by HLL.

Business Development Support

- Extend support to HLL in business development initiatives across public and private sector clients, as and when required.

Miscellaneous Responsibilities

- Undertake any other work assigned by HLL to ensure smooth execution and sustainability of the project.

3.2 Scope of HLL

- **Strategic Design & Planning**
 - Overall strategic design, planning, operation, and management of the project.
 - Establishment of the facility in coordination with the selected service provider.
- **Operations & Management**
 - Execution of day-to-day operations on 24x 7 basis and overall facility management.
 - Deployment of technical, administrative and other manpower as required.
 - Arrangement of consumables and other required operational items in coordination with selected bidder.
 - Administrative supervision and governance of the project.
- **IT infrastructure**
 - Deployment of Laboratory Information management systems and necessary hardware and software
- **Standards & Protocols**
 - Formulation and implementation of Standard Operating Procedures (SOPs) and operational protocols.
 - Development of quality standards and Quality Assurance (QA) protocols to ensure consistency and compliance.
- **Quality Assurance**
 - Ensure the quality compliance in day-to-day operations
- **Compliance & Regulatory Management**
 - Securing and maintaining all necessary statutory and regulatory compliances on behalf of HLL.
 - Ensuring adherence to national, state, and institutional healthcare guidelines.
- **Stakeholder Coordination**
 - Liaison and coordination with clients, service providers, and other stakeholders.
 - Conducting periodic reviews to ensure compliance with obligations, performance benchmarks, and project timelines

3.3 Revenue Sharing Model

- a) HLL intends to execute this project on a revenue sharing basis. Service provider has to provide services as detailed in Scope of work.
- b) Billing to the outpatients will be done by HLL through their software and payments will be directly collected by HLL. Payment for inpatients will be collected from the client by HLL.
- c) Selected Bidder will raise the invoices for payment to HLL on monthly basis as per the rates mentioned at payment terms mentioned in this EOI document (ITB clause no.22).
- d) HLL will verify the invoice and will retain the revenue share as agreed by Strategic partner through their financial bid. Remaining amount, after deducting all expenses, statutory charges, penalties if any, incurred by HLL, will be released to Service provider.
- e) Since the anticipated annual revenue from this project is less than Rs. 25 crores, category A, B & C service providers are eligible for participating in this RFQ.
- f) Any expense incurred to HLL on account of operations or other with respect to this project is to be reimbursed to HLL.
- g) Service Provider shall make independent assessment of proposed project and submit their financial quotes. The financial quote of the strategic partners shall specify the revenue share percentage acceptable to share with HLL for this particular proposal. Service Provider shall make independent assessment of proposed project and submit their financial quotes. The financial quote of the strategic partners shall specify the revenue share percentage acceptable to share with HLL for this particular proposal. **Minimum Revenue share to HLL is fixed as 8.00%.**
- h) Financial Quote has to be submitted as per the format provided in CPP portal.
- i) The evaluation for the project would be done on the basis of offered revenue share percentage to HLL. The bidder who scores highest total score as illustrated below would be finalised as Service provider for this project.
 - i. Project span would be divided into three terms based on its duration. It is envisaged that a new project might have a minimum gestation period to achieve a minimum business volume. Here the initial term is set as 0-1 years.
 - ii. The next slot is 1-3 years where it is considered that the project would have achieved a critical mass and thereby increased the revenues.

- iii. The next category is above 3 years where the revenues from the existing business would be very high.
- iv. Revenue share to HLL will be Minimum revenue share of 8% per term + additional revenue share offered in the price bid (b)% , i.e, (8+b)%
- v. The evaluation criteria for financial bid is as follows:

Project Timeline	Weightage (a)	Additional Revenue Share (in Percentage) offered to HLL <u>over and above</u> Minimum revenue share of 8% (b)	Total revenue share % (8+(b))	Score (a x b)
0 ≥ 1 Yrs	25			
1 ≥ 3 years	35			
> 3 Yrs	40			
Total Score				

Bidders will be evaluated based on the total score and bidders who is having highest total score (H1 bidder) will be finalized as the Service provider for this project.

- j) Period of engagement will be terminated on completion of the project or closure of the project by HLL's Clients after issuing sufficient notice period to HLL as per the agreement terms.
- k) HLL will have the right to reject proposals if they are found to be unacceptable.

3.4 General Terms and Conditions

1.	While this RFQ has been prepared in good faith, HLL does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information contained herein, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
2.	The process of inviting RFQ is for ascertaining various options available to HLL. After evaluation / examination of the offers, HLL may at its sole discretion decide further course of action.
3.	On submission of financial bid, participant confirms its acceptance to all terms and conditions of RFQ and scope of work.
4.	On submission of financial bid, participants must ensure and confirms to HLL that they have complied with applicable Laws in all material respects and has not been

	subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an adverse Effect on its ability to perform its obligations under the scope of work of this RFQ
5.	RFQ participants are requested to keep the information and details strictly confidential.
6.	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their RFQ and other expenses.
7.	HLL reserves the right to deal with the proposal in any manner without assigning any reasons for the same. The decision of HLL in this regard shall be final.
8.	The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

4. SUBMISSION OF BIDS

The Interested bidder shall submit their bid online only through the Government e-Procurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the Interested bidders shall download from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.

The tender is invited in 1 Envelope system from the registered and eligible firms at CPP Portal.

Envelope –I (Financial bid):

Financial offer shall be quoted in the format provided in procurement portal and no other format is acceptable. Bidders are required to download the file, open it and complete the colored (Unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the file is found to be modified by the bidder, the bid will be rejected.

Through submission of financial Bid, it is considered that participant agrees to all terms and conditions of this RFQ.

Note: -

The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

5. GENERAL INSTRUCTIONS TO BIDDERS:

- 5.1 This RFQ is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
- 5.2 RFQ documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-RFQ shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
- 5.3 The RFQ and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
- 5.4 The RFQ process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the RFQ document.
- 5.5 All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. RFQs/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late RFQs will not be accepted.
- 5.6 The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.
- 5.7 Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
- 5.8 Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the RFQ Enquiry Document.
- 5.9 The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the

bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

5.10 Registration

- 5.10.1 Bidders are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 5.10.2 As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 5.10.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 5.10.4 They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have Class II or above digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- 5.10.5 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- 5.10.6 Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- 5.10.7 The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She have to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this RFQ after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this RFQ.
- 5.10.8 Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- 5.10.9 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

5.10.10 Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this RFQ.

5.11 Searching for RFQ Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active RFQs by several parameters. These parameters could include RFQ ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for RFQs, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the RFQs they are interested in, they may download the required documents/RFQ schedules. These RFQs can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the RFQ document.
- c) The bidder should make a note of the unique RFQ ID assigned to each RFQ, in case they want to obtain any clarification/help from the Helpdesk

5.12 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the RFQ document before submitting their bids.
- b) Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.
- c) Any addendum thus issued shall be a part of the bidding documents which will be published in the e-tender website. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the website in time.
- d) If the addendum thus published does involves major changes in the scope of work, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the addendum published.
- e) Please go through the RFQ document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including

the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

5.13 More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>

5.14 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -

For any technical related queries please call at 24 x 7 Help Desk Number: 0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787 Note:- International Bidders are requested to prefix +91 as country code E-Mail Support: For any Issues or Clarifications relating to the published RFQs, bidders are requested to contact the respective RFQ Inviting Authority Technical - support-eproc@nic.in, Policy Related - cppp-doe@nic.in

5.15 Bidders are requested to kindly mention the URL of the portal and RFQ ID in the subject while emailing any issue along with the contact details.

5.16 Any queries relating to the RFQ document and the terms and conditions contained therein should be addressed to the RFQ Inviting Authority for a RFQ or the relevant contact person indicated in the RFQ. Address for communication and place of opening of bids:

Associate Vice President i/c & Business Head (HCS)
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India
Tel: +91 4712354949 , Email – hcstenders@lifecarehll.com

5.17 The bids shall be opened online at the Office of the AVP i/c & BH(HCS) in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the RFQ opening date happens to be on a holiday or non-working day due to any other valid reason, the RFQ opening process will be done on the next working day at same time and place.

5.18 More details can be had from the Office of the Deputy General Manager (HCS) during working hours. The RFQ Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

5.19 A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

5.20 Online RFQ Process:

The RFQ process shall consist of the following stages:

- i. Downloading of RFQ document: RFQ document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.
- iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this RFQ document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- iv. Opening of RFQ and Award of contract: The financial bids will be opened, evaluated and finalized as per the criteria detailed in this RFQ document.

5.21 Conditional bids and bids not uploaded with appropriate/desired documents may be rejected out rightly and decision of HLL Lifecare Limited in this regard shall be final and binding.

5.22 HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.

5.23 HLL Lifecare Limited Ltd reserves the right to amend or withdraw any of the terms and conditions contained in the RFQ document including scope of work or reject any or all RFQs without giving any notice or assigning any reasons.

5.24 Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

Note: - It is necessary to click on “Freeze bid” link / icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

6. DEADLINE FOR SUBMISSION OF THE RFQ FOR INTERESTED BIDDERS

- 6.1. Bid shall be received only online on or before the date and time as notified in RFQ.
- 6.2. The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).
- 6.3. Modification, Resubmission and Withdrawal of RFQs
Resubmission or modification of bid by the bidders for any number of times before the date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh.
- 6.4. If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.
- 6.5. The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

7. BID OPENING AND EVALUATION

- 7.1. RFQs of Interested bidders shall be opened on the specified date & time, by the RFQ inviting authority or his authorized representative in the presence of bidders or their designated representatives who choose to attend.

8. BID OPENING PROCESS

- 8.1. Opening of bids shall be carried out in the same order as it is occurring in invitation of bids or as in order of receipt of bids in the portal. The bidders & guest users can view the summary of opening of bids from any system. Bidders are not required to be present during the bid opening at the opening location if they so desire.
- 8.2. In the event of the specified date of bid opening being declared a holiday for HLL, the bids will be opened at the same time on the next working day.

9. CONFIDENTIALITY

- 9.1. Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or

any other persons not officially concerned with such process until the award has been announced in favour of the successful bidder.

- 9.2. Any effort by a Bidder to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidders' bid.

10. BID VALIDITY

- 10.1. Bids shall remain valid for three months beyond the period of engagement or additional extended time period as decided by HLL from the date of notification of Award. A bid valid for a shorter period shall be rejected by HLL as non-responsive.
- 10.2. In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. A bidder may refuse the request without forfeiting its bid security (if applicable). A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of its bid security (if applicable) for the period of the extension.

11. BID SECURITY (EMD)

- 11.1. Bidder has to submit EMD of Rs.14.00 (Fourteen) Lakhs as bid security for this RFQ through RTGS/NEFT transfer in the following HLL A/c details:

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

- 11.2. The Bid Security (EMD) of the successful Bidder will be discharged when the Bidder has furnished the required Security Deposit and acceptance of LOI/Work order.

- 11.3. The Bid Security may be forfeited:

(a) If a Bidder:

- Changes its offer/bid during the period of bid validity or during the validity of the contract.
- Does not accept the correction of errors

(b) In the case of the successful Bidder, if the Bidder fails:

- To sign the Agreement
- To deliver the material within stipulated time frame as per PO.
- To accept the Notification of award/Letter of Indent/ Purchase order and/or submit the security deposit.
- To acknowledge the Notification of award/Letter of Indent/ Purchase order within 5 days from the date of issue by sending the signed copy of the same.
- to furnish the Performance Security within the specified time period

11.4. In such cases the work shall be rearranged at the risk and cost of the selected bidder

11.5. The Bid Security deposited will not carry any interest.

12. ALTERATIONS AND ADDITIONS

12.1. The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

12.2. The Interested bidder shall not attach any conditions of his own to the Bid. The Bid price must be based on the tender documents. Any bidder who fails to comply with this clause will be disqualified.

13. NOTIFICATION OF AWARD:

13.1. Successful participant after evaluation of financial bid will be notified through a Notification of Award issued by HLL.

13.2. Selected participant has to submit performance security as specified in this RFQ

13.3. After receipt of performance security an agreement will be entered with the successful participant.

14. DURATION OF ENGAGEMENT

14.1. Period of engagement will initially be for **five** years which may be extended by another 5 years based on satisfactory performance. Period engagement however will be subject to HLL's agreement terms with its client. The HLL reserves the right to increase or decrease the project as deemed necessary as per the same terms and conditions of this

agreement.

15. CONFLICT OF INTEREST.

15.1. The selected Strategic Partner shall not engage in activities that are in conflict with interest of the client (HLL) under the assignment and they would not engage in any contract that would be in conflict of interest with their current obligations. The selected Strategic Partner that has a business of family relationship with such members of HLL staff who are directly or indirectly involved in this assignment will not be awarded the assignment.

16. PERFORMANCE SECURITY

16.1. The selected strategy partner has to submit an irrevocable and unconditional guarantee from a Bank for a sum equivalent to 3% of the project value, as will be specified in the NoA. Until such time the Performance Security is provided by the strategy partner and the same comes into effect, the Bid Security shall remain in force and effect, and upon provision of the Performance Security, the HLL shall release the Bid Security (EMD) to the Strategy partner. No interest shall be payable by HLL against the Performance Security.

16.2. Appropriation of Performance Security

Upon occurrence of a Strategy partner Default, the HLL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate from the Performance Security the amounts due to it for and in respect of such Strategy partner Default. Upon such encashment and appropriation from the Performance Security, the Strategy partner shall, within 30 days thereof, replenish, in case of partial appropriation, to its original level the Performance Security, and in case of appropriation of the entire Performance Security by the HLL, provide a fresh Performance Security, as the case may be, failing which the HLL shall be entitled to terminate the Agreement with Strategy partner. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the Strategy partner shall be entitled to an additional Cure Period of 15 days for remedying the Strategy partner Default, and in the event of the Strategy partner not curing its default within such Cure Period, the HLL shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate the Agreement with Strategy partner.

16.3. Release of Performance Security

The Performance Security shall remain in force and effect for the entire period of the Agreement, shall be released after 90 (ninety) days of Transfer Date in accordance with the Agreement with Strategy Partner.

17. COURT JURISDICTION:

17.1. In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.

18. INDEMNITY

18.1. The Interested Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Bidders/service providers breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer /Bidders. (iii) any product/service liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate.

19. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

19.1. HLL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award Contract award, without thereby incurring any liability to the affected bidder or bidders.

19.2. HLL does not bind itself to accept the highest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.

19.3. HLL reserves the right to resort to retendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised bids from the bidders due to such changes, if any.

19.4. Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.

19.5. HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the purchaser's action.

20. GOVERNING LANGUAGE

20.1. The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

21. ARBITRATION

21.1. Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre ("IIAC") in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 ("IIAC Regulations") for the time being in force, which regulations are deemed to be incorporated by reference in this clause."

21.2. The place / seat of the arbitration shall be Thiruvananthapuram, India, The Tribunal shall consist of one arbitrator. The law governing the arbitration agreement shall be Indian Law. The language of the arbitration shall be English.

22. PAYMENT TERMS

22.1. HLL shall raise claims for laboratory services at the CGHS Bangalore Non-NABL rates, after applying a 5% discount. Rates and discounted rates are attached as Annexure-1. In cases where CGHS rates are not available, we charge rates discounted from the market charges.

22.2. Payments will be collected by HLL from patients directly and in the case of credit customers, the bills shall be submitted to respective authorities for reimbursement.

22.3. Service Provider shall make independent assessment of proposed project and submit their financial quotes. The financial quote of the strategic partners shall specify the

revenue share percentage acceptable to share with HLL for this particular proposal. Minimum Revenue share to HLL is fixed as 8.00%.

- 22.4.HLL will retain the revenue share as agreed by Strategic partner through their financial bid. Remaining amount, after deducting all expenses, statutory charges, insurance coverage expense, penalties including TAT, if any, incurred by HLL, will be released to Service provider.
- 22.5.Service provider shall raise invoices before 7th of every month and HLL will release payments to Service provider within 30 days of invoice submission in case of direct billing and within 30 days of receipt of payment for credit customers.
- 22.6.Any liquidated damages or penalties imposed by the client on HLL, arising from lapses attributable to the Service Provider, shall be recovered from the Service Provider.
- 22.7.In the event of the HLL noticing at any time that any amount has been disbursed wrongly to the Service Provider or any other amount is due from the Service Provider to the HLL, the HLL may without prejudice to its rights recover such amounts by other means after notifying the Service Provider or deduct such amount from any payment falling due to the Service Provider. The details of such recovery, if any, shall be intimated to the Service Provider. The Service Provider shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the HLL.
- 22.8.HLL shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Service Provider where the HLL disputes such invoice or part of it provided that such dispute is bonafide. The withheld amount shall be limited to that which is in dispute. The disputed amount shall be settled in accordance with the procedure. Any exercise by HLL under this section shall not entitle the Service Provider to delay or withhold the services to be rendered as per the agreement.
- 22.9.All payments agreed to be made by HLL to the Service Provider in accordance with the Services shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. The Service Provider shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement.

23. TERMINATION

- 23.1.HLL reserve right to terminate/ cancel the Notification of award/ Letter of Indent/ Purchase order at any time for any reason without any liability on HLL.

24. ARBITRATION

- 24.1.Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre (“IIAC”) in

accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.”

24.2.The place / seat of the arbitration shall be Thiruvananthapuram, India, The Tribunal shall consist of one arbitrator. The law governing the arbitration agreement shall be Indian Law. The language of the arbitration shall be English.

25. TAXES

25.1.The Service Provider shall bear all personnel taxes levied or imposed on its personnel, or any other member of the Service Provider’s team, etc. on account of payment received under this agreement. The Service Provider shall bear all corporate taxes, levied or imposed on the Service Provider on account of payments received by it from the HLL for the work done under the scope of work

25.2.The Service Provider agrees that it shall comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed/ levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the scope of work

25.3.Should the Service Provider fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the Service Provider shall pay the same. The Service Provider shall indemnify the HLL against any and all liabilities or claims arising out of this engagement for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Board / Service Provider.

ANNEXURE 1			
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST (Bengaluru)	Non-NABH/Non-NABL Rates	5% Discounted Rate Per Test On the CGHS - NON-NABL Rate
	LABORATORY MEDICINE / CLINICAL PATHOLOGY		
1383	Urine routine- pH, Specific gravity, sugar, protein and microscopy	33	31.35
1384	Urine Microalbumin	70	66.50
1385	Stool routine	33	31.35
1386	Stool occult blood	24	22.80
1387	Post coital smear examination	30	28.50
1388	Semen analysis	35	33.25
	LABORATORY MEDICINE / HAEMATOLOGY		
1389	Haemoglobin (Hb)	16	15.20
1390	Total Leucocytic Count (TLC)	30	28.50
1391	Differential Leucocytic Count (DLC)	30	28.50
1392	Erythrocyte Sedimentation Rate (ESR)	25	23.75
1393	Total Red Cell count with MCV,MCH,MCHC,DRW	30	28.50
1394	Complete Haemogram/CBC, Hb,RBC count and indices,TLC, DLC, Platelet, ESR, Peripheral smear examination	122	115.90
1395	Platelet count	43	40.85
1396	Reticulocyte count	43	40.85
1397	Absolute Eosinophil count (AEC)	43	40.85
1398	Packed Cell Volume (PCV)	13	12.35
1399	Peripheral Smear Examination	39	37.05

1400	Smear for Malaria parasite	37	35.15
1401	Bleeding Time	35	33.25
1402	Osmotic fragility Test	50	47.50
1403	Bone Marrow Smear Examination	64	60.80
1404	Bone Marrow Smear Examination with iron stain	225	213.75
1405	Bone Marrow Smear Examination and cytochemistry	396	376.20
1406	Activated partial ThromboplastinTime (APTT)	92	87.40
1407	Rapid test for malaria(card test)	40	38.00
1408	WBC cytochemistry for leukemia -Complete panel	99	94.05
1409	Bleeding Disorder panel- PT, APTT, Thrombin Time Fibrinogen, D-Dimer/ Fibrinogen Degradation Products (FDP)	360	342.00
1410	Factor Assays-Factor VIII	648	615.60
1411	Factor Assays-Factor IX	612	581.40
1412	Platelet Function test	50	47.50
1413	Tests for hypercoagulable states- Protein C, Protein S, Antithrombin	400	380.00
1414	Tests for lupus anticoagulant	150	142.50
1415	Tests for Antiphospholipid antibody IgG, IgM (for cardiolipin and B2 Glycoprotein 1)	500	475.00
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1416	Thalassemia studies (Red Cell indices and Hb HPLC)	504	478.80
1417	Tests for Sickling / Hb HPLC)	69	65.55
	LABORATORY MEDICINE / BLOOD BANK		
1418	Blood Group & RH Type	30	28.50
1419	Cross match	45	42.75
1420	Coomb's Test Direct	85	80.75
1421	Coomb's Test Indirect	100	95.00
1422	3 cell panel- antibody screening for pregnant female	160	152.00

1423	11 cells panel for antibody identification	170	161.50
1424	Hepatitis B surface antigen (HBsAg)	102	96.90
1425	Hepatitis C virus (HCV)	128	121.60
1426	Human immunodeficiency virus- HIV I and II	150	142.50
1427	Venereal Disease Research Laboratory test (VDRL)	43	40.85
1428	RH Antibody titer	80	76.00
1429	Platelet Concentrate	56	53.20
1430	Random Donor Platelet(RDP)- (Select CGHS rate Code 1828 for approved rate)	115	109.25
1431	Single Donor Platelet (SDP- Apheresis)- (Select CGHS rate Code 1830 for approved rate)	150	142.50
1432	Routine-H & E	81	76.95
1433	special stain	65	61.75
1434	Immunohistochemistry(IHC)	746	708.70
1435	Frozen section	702	666.90
1436	Paraffin section	309	293.55
	LABORATORY MEDICINE / CYTOLOGY		
1437	Pap Smear	136	129.20
1438	Body fluid for Malignant cells	135	128.25
1439	Fine Needle Aspiration Cytology (FNAC)	200	190.00
	NAME OF INVESTIGATION / FLOW CYTOMETRY		
1440	Leukemia panel /Lymphoma panel	1400	1330.00
1441	Paroxysmal Nocturnal Hemoglobinuria (PNH) Panel-CD55,CD59	1000	950.00
	LABORATORY MEDICINE / CYTOGENETIC STUDIES		
1442	Karyotyping (Select CGHS rate code 677 for approved rate)	1539	1462.05
1443	Fluorescent in situ hybridization (FISH)	500	475.00
	LABORATORY MEDICINE / BIO-CHEMISTRY		
1444	Blood Glucose Random	22	20.90

1445	24 hrs urine for Proteins,Sodium, creatinine	50	47.50
1446	Blood Urea Nitrogen	50	47.50
1447	Serum Creatinine	50	47.50
1448	Urine Bile Pigment and Salt	25	23.75
1449	Urine Urobilinogen	20	19.00
1450	Urine Ketones	27	25.65
1451	Urine Occult Blood	32	30.40
1452	Urine total proteins	18	17.10
1453	Rheumatoid Factor / Rh Factor test	100	95.00
1454	Bence Jones protein	42	39.90
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1455	Serum Uric Acid	50	47.50
1456	Serum Bilirubin total & direct	80	76.00
1457	Serum Iron	85	80.75
1458	C reactive Protein (CRP)	100	95.00
1459	C reactive Protein (CRP) Quantitative	160	152.00
1460	Body fluid (CSF/Ascitic Fluid etc.)Sugar, Protein etc.	85	80.75
1461	Albumin.	18	17.10
1462	Creatinine clearance	80	76.00
1463	Serum Cholesterol	56	53.20
1464	Total Iron Binding Capacity (TIBC)	80	76.00
1465	Glucose (Fasting & PP)	42	39.90
1466	Serum Calcium –Total	54	51.30
1467	Serum Calcium –Ionic	40	38.00
1468	Serum Phosphorus	56	53.20
1469	Total Protein Albumin/Globulin ratio (A/G Ratio)	50	47.50
1470	Immunoglobulin G (IgG)	250	237.50
1471	Immunoglobulin M(IgM)	250	237.50
1472	Immunoglobulin A(IgA)	250	237.50

1473	Antinuclear antibody (ANA)	200	190.00
1474	Anti-double stranded DNA (anti-dsDNA)	327	310.65
1475	Serum glutamic pyruvic transaminase (SGPT) / Alanine Aminotransferase (ALT)	50	47.50
1476	Serum Glutamic oxaloacetic transaminase (SGOT) / Aspartate Aminotransferase (AST)	50	47.50
1477	Serum amylase	105	99.75
1478	Serum Lipase	130	123.50
1479	Serum Lactate	72	68.40
1480	Serum Magnesium	100	95.00
1481	Serum Sodium	50	47.50
1482	Serum Potassium	50	47.50
1483	Serum Ammonia	100	95.00
1484	Anemia Profile	204	193.80
1485	Serum Testosterone	150	142.50
1486	Imprint Smear From Endoscopy	240	228.00
1487	Triglycerides	75	71.25
1488	Glucose Tolerance Test (GTT)	81	76.95
1489	Triple Marker.	765	726.75
1490	Creatine Phosphokinase (CPK)/Creatine Kinase (CK)	90	85.50
1491	Foetal Haemoglobin (HbF)	77	73.15
1492	Prothrombin Time (PT)	100	95.00
1493	Lactate dehydrogenase (LDH)	90	85.50
1494	Alkaline Phosphatase	54	51.30
1495	Acid Phosphatase	70	66.50
1496	CPK MB/CK MB	171	162.45
1497	CK MB Mass/CPK MB Mass	140	133.00
1498	Troponin I	100	95.00
1499	Troponin T	544	516.80
1500	Glucose-6-Phosphate Dehydrogenase (G6PD)	100	95.00

1501	Lithium.	119	113.05
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1502	Dilantin (phenytoin).	360	342.00
1503	Carbamazepine.	373	354.35
1504	Valproic acid.	270	256.50
1505	Ferritin (Select CGHS rate code 1517 for approved rate)	250	237.50
1506	Blood gas analysis / Arterial Blood Gas (ABG)	120	114.00
1507	Blood gas analysis / Arterial Blood Gas (ABG) with electrolytes	414	393.30
1508	Urine pregnancy test	59	56.05
1509	Tests for Antiphospholipid antibodies syndrome.	280	266.00
1510	Glycosylated Haemoglobin (HbA1c)	130	123.50
1511	Haemoglobin Electrophoresis/ Hb HPLC (Select CGHS rate code 1417 for approved rate)	100	95.00
1512	Kidney Function Test (KFT)	203	192.85
1513	Liver Function Test (LFT)	225	213.75
1514	Lipid Profile. (Total cholesterol, LDL, HDL, Triglycerides)	183	173.85
	Nutritional Markers		
1515	Serum Iron	85	80.75
1516	Total Iron Binding Capacity (Select CGHS rate code 1464 for approved rate)	85	80.75
1517	Serum Ferritin	100	95.00
1518	Vitamin B12 assay.	225	213.75
1519	Folic Acid assay.	298	283.10
1520	Extended Lipid Profile. (Total cholesterol, LDL, HDL, Triglycerides Apo A1,Apo B,Lp (a))	536	509.20
1521	Apolipoprotein A1 (ApoA1)	180	171.00
1522	Apolipoprotein B (Apo B)	179	170.05
1523	Lipoprotein A / Lp A	401	380.95
1524	CD 3,4 and 8 counts	170	161.50

1525	CD 3,4 and 8 percentage	170	161.50
1526	Low density lipoprotein (LDL)	56	53.20
1527	Homocysteine.	387	367.65
1528	Haemoglobin (Hb) Electrophoresis/ (Select CGHS rate code 1417 for approved rate)	396	376.20
1529	Serum Electrophoresis.	198	188.10
1530	Fibrinogen.	165	156.75
1531	Chloride.	56	53.20
1532	Magnesium.	135	128.25
1533	Gamma-Glutamyl Transpeptidase (GGTP)	81	76.95
1534	Lipase.	215	204.25
1535	Fructosamine.	190	180.50
1536	Beta 2 microglobulin (B2M) /β2 microglobulin	85	80.75
1537	Catecholamines.	945	897.75
1538	Creatinine clearance (Select CGHS Rate Code 1462)	108	102.60
	NAME OF INVESTIGATION / TUMOUR MARKERS		
1539	Prostate Specific antigen (PSA)- Total.	281	266.95
1540	Prostate-specific antigen (PSA) - Free.	375	356.25
1541	Alpha Fetoprotein (AFP)	293	278.35
1542	Human chorionic gonadotropin (HCG)	260	247.00
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1543	Cancer Antigen 125 (CA 125)	352	334.40
1544	Cancer Antigen 19.9 (CA 19.9)	554	526.30
1545	Cancer Antigen 15.3 (CA 15.3)	536	509.20
1546	Vanillylmandelic Acid (VMA)	350	332.50
1547	Calcitonin	500	475.00
1548	Carcinoembryonic Antigen (CEA)	306	290.70
	OTHERS		
1549	Immunofluorescence	150	142.50

1550	Direct(Skin and kidney Disease)	425	403.75
1551	Indirect (antids DNA Anti Smith ANCA)	425	403.75
1552	Calcidiol / 25-hydroxycholecalciferol / Vitamin D3 assay (Vit D3)	495	470.25
1553	Serum Protein electrophoresis with immunofixation electrophoresis (IFE)	270	256.50
1554	BETA-2 Microglobulin assay (Select CGHS rate code 1536 for approved rate)	90	85.50
1555	Anti-Cyclic Citrullinated Peptide (Anti CCP)	450	427.50
1556	Anti-tissue Transglutaminase antibody (Anti TTG Antibody)	425	403.75
	HORMONES		
1557	Serum Erythropoietin	425	403.75
1558	Adrenocorticotrophic Hormone (ACTH)	500	475.00
1559	T3, T4, TSH	180	171.00
1560	Triiodothyronine- T3	64	60.80
1561	Tetraiodothyronine T4	64	60.80
1562	Thyroid stimulating hormone (TSH)	81	76.95
1563	Luteinizing hormone (LH)	135	128.25
1564	Follicle stimulating hormone (FSH)	150	142.50
1565	Prolactin	150	142.50
1566	Cortisol	226	214.70
1567	PTH(Parathormone)	500	475.00
1568	C-Peptide (C Peptide / Connecting Peptide)	330	313.50
1569	Insulin.	150	142.50
1570	Progesterone.	225	213.75
1571	17 Hydroxyprogesterone (17 OH Progesterone)	396	376.20
1572	Dehydroepiandrosterone sulfate (DHEAS)	396	376.20
1573	Androstenedione	600	570.00
1574	Growth Hormone.	306	290.70
	LABORATORY/ MEDICINE/CLINICAL PATHOLOGY		
1575	Thyroid peroxidase antibody (TPO)	300	285.00

1576	Thyroglobulin.	300	285.00
1577	Hydatic Serology.	318	302.10
1578	Anti Sperm Antibodies.	345	327.75
1579	Hepatitis B Virus (HBV) DNA Qualitative	1989	1889.55
1580	Hepatitis B Virus (HBV) DNA Quantitative.	1360	1292.00
1581	Hepatitis C Virus (HCV) RNA Qualitative.	1691	1606.45
1582	Human papillomaviruse (HPV) Serology	218	207.10
1583	Rota Virus serology	130	123.50
1584	PCR for Tuberculosis (TB)	829	787.55
1585	PCR for Human immunodeficiency virus (HIV)	550	522.50
1586	Chlamydae antigen	765	726.75
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1587	Chlamydae antibody	238	226.10
1588	Brucella serology	208	197.60
1589	Influenza A serology	849	806.55
	USG, X-RAY , CT, MRI, BONE DENSITOMETRY		
1590	USG for Obstetrics - Anomalies scan *	1700	1615.00
1591	Abdomen USG *	680	646.00
1592	Pelvic USG (prostate, gynae, infertility etc) *	425	403.75
1593	Small parts USG (scrotum, thyroid , parathyroid etc)	349	331.55
1594	Neonatal head (Tranfontanellar)	425	403.75
1595	Neonatal spine	450	427.50
1596	Contrast enhanced USG	810	769.50
1597	USG Breast *	680	646.00
1598	USG Hysterosalpingography (HSG) *	2040	1938.00
1599	Carotid Doppler	765	726.75
1600	Arterial Colour Doppler	700	665.00
1601	Venous Colour Doppler	700	665.00

1602	Colour Doppler, renal arteries/any other organ	720	684.00
1603	USG guided intervention- FNAC *	1530	1453.50
1604	USG guided intervention - biopsy	648	615.60
1605	USG guided intervention - nephrostomy	800	760.00
	X-Ray		
1606	Abdomen AP Supine or Erect (One film) *	215	204.25
1607	Abdomen Lateral view (one film)	119	113.05
1608	Chest PA view (one film) *	195	185.25
1609	Chest Lateral (one film) *	195	185.25
1610	Mastoids: Towne view, oblique views (3 films)	225	213.75
1611	Extremities, bones & Joints AP & Lateral views (Two films)	230	218.50
1612	Pelvis AP (one film)	110	104.50
1613	Temporomandibular (TM) Joints (one film)	110	104.50
1614	Abdomen & Pelvis for KUB	128	121.60
1615	Skull AP & Lateral (2 films)	230	218.50
1616	Spine AP & Lateral (2 films)	225	213.75
1617	PNS view (1 film)	110	104.50
	X-ray CONTRAST STUDIES		
1618	Barium Swallow	510	484.50
1619	Barium Upper GI study	800	760.00
1620	Barium Upper GI study (Double contrast)	900	855.00
1621	Barium Meal follow through	935	888.25
1622	Barium Enema (Single contrast/double contrast)	850	807.50
1623	Small bowel enteroclysis	1020	969.00
1624	ERCP (Endoscopic Retrograde Cholangio – Pancreatography)	2250	2137.50
1625	General:Fistulography / Sinography/Sialography /Dacrocystography/ T-Tube cholangiogram /Nephrostogram	638	606.10
1626	Percutaneous transhepatic cholangiography (PTC)	1296	1231.20

Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1627	Intravenous Pyelography (IVP) *	1400	1330.00
1628	Micturating Cystourethrography (MCU) *	950	902.50
1629	Retrograde Urethrography (RGU) *	950	902.50
1630	Contrast Hystero-Salpingography (HSG)	954	906.30
1631	X ray Arthrography	700	665.00
1632	Cephalography	135	128.25
1633	Myelography	2475	2351.25
1634	Diagnostic Digital Subtraction Angiography (DSA)	1749	1661.55
	MAMMOGRAPHY		
1635	X ray Mammography *	1170	1111.50
1636	MRI Mammography	2295	2180.25
	Computed Tomography (CT) Scan		
1637	CT Scan Head-Without Contrast *	880	836.00
1638	CT Scan Head- with Contrast -including CT angiography	1215	1154.25
1639	CT Scan Chest - without contrast (for lungs)	1700	1615.00
1640	CT Scan Lower Abdomen (incl. Pelvis) With Contrast	1700	1615.00
1641	CT Scan Lower Abdomen (Incl. Pelvis) Without Contrast	1445	1372.75
1642	CT Scan Whole Abdomen Without Contrast	3000	2850.00
1643	CT Scan Whole Abdomen With Contrast	4050	3847.50
1644	Triple Phase CT abdomen	4500	4275.00
1645	CT Scan angiography abdomen/ Chest	4250	4037.50
1646	CT Scan Enteroclysis	5400	5130.00
1647	CT Scan Neck – Without Contrast	1500	1425.00
1648	CT Scan Neck – With Contrast	1870	1776.50
1649	CT Scan Orbits - Without Contrast	1190	1130.50
1650	CT Scan Orbits - With Contrast	1615	1534.25

1651	CT Scan of Para Nasal Sinuses- Without Contrast	900	855.00
1652	CT Scan of Para Nasal Sinuses - With Contrast	1600	1520.00
1653	CT Scan Spine (Cervical, Dorsal, Lumbar, Sacral)– without Contrast	1488	1413.60
1654	CT Scan Temporal bone – without contrast	893	848.35
1655	CT Scan- Dental	1275	1211.25
1656	CT Scan Limbs -Without Contrast	1700	1615.00
1657	CT Scan Limbs -With Contrast including CT angiography	2028	1926.60
1658	CT Guided intervention –FNAC	1200	1140.00
1659	CT Guided Trucut Biopsy	1200	1140.00
1660	CT Guided intervention -percutaneous catheter drainage/tube placement	1305	1239.75
	MRI		
1661	MRI Head – Without Contrast *	2125	2018.75
1662	MRI Head – With Contrast	2848	2705.60
1663	MRI Orbits – Without Contrast *	1700	1615.00
1664	MRI Orbits – With Contrast	2000	1900.00
1665	MRI Nasopharynx and PNS – Without Contrast	2205	2094.75
1666	MRI Nasopharynx and PNS – With Contrast	3500	3325.00
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1667	MR for Salivary Glands with Sialography	3000	2850.00
1668	MRI Neck - Without Contrast	2700	2565.00
1669	MRI Neck- with contrast	4500	4275.00
1670	MRI Shoulder – Without contrast	2000	1900.00
1671	MRI Shoulder – With contrast	2550	2422.50
1672	MRI shoulder both Joints - Without contrast	2700	2565.00
1673	MRI Shoulder both joints – With contrast	4000	3800.00
1674	MRI Wrist Single joint - Without contrast *	2550	2422.50
1675	MRI Wrist Single joint - With contrast *	3400	3230.00
1676	MRI Wrist both joints - Without contrast	2125	2018.75

1677	MRI Wrist Both joints - With contrast	4500	4275.00
1678	MRI knee Single joint - Without contrast *	2550	2422.50
1679	MRI knee Single joint - With contrast	4500	4275.00
1680	MRI knee both joints - Without contrast *	3400	3230.00
1681	MRI knee both joints - With contrast	4500	4275.00
1682	MRI Ankle Single joint - Without contrast *	4250	4037.50
1683	MRI Ankle single joint - With contrast	4500	4275.00
1684	MRI Ankle both joints - With contrast *	5525	5248.75
1685	MRI Ankle both joints - Without contrast	2500	2375.00
1686	MRI Hip - With contrast	2250	2137.50
1687	MRI Hip – without contrast	2125	2018.75
1688	MRI Pelvis – Without Contrast	2125	2018.75
1689	MRI Pelvis – with contrast	4600	4370.00
1690	MRI Extremities - With contrast	4600	4370.00
1691	MRI Extremities - Without contrast	2125	2018.75
1692	MRI Temporomandibular – B/L - With contrast	4000	3800.00
1693	MRI Temporomandibular – B/L - Without contrast	2125	2018.75
1694	MR Temporal Bone/ Inner ear with contrast	4000	3800.00
1695	MR Temporal Bone/ Inner ear without contrast	2500	2375.00
1696	MRI Abdomen – Without Contrast	2125	2018.75
1697	MRI Abdomen – With Contrast	4500	4275.00
1698	MRI Breast - With Contrast	4250	4037.50
1699	MRI Breast - Without Contrast	2125	2018.75
1700	MRI Spine Screening - Without Contrast *	1700	1615.00
1701	MRI Chest – Without Contrast	2125	2018.75
1702	MRI Chest – With Contrast	4000	3800.00
1703	MRI Cervical/Cervico Dorsal Spine – Without Contrast *	3400	3230.00
1704	MRI Cervical/ Cervico Dorsal Spine – With Contrast	4000	3800.00
1705	MRI Dorsal/ Dorso Lumbar Spine - Without Contrast	2125	2018.75

1706	MRI Dorsal/ Dorso Lumbar Spine – With Contrast	4000	3800.00
1707	MRI Lumbar/ Lumbo-Sacral Spine – Without Contrast	2125	2018.75
1708	MRI Lumbar/ Lumbo-Sacral Spine – With Contrast	4500	4275.00
1709	Whole body MRI (For oncological workup)	5100	4845.00
1710	MR cholecysto-pancreatography (MRCP)	4950	4702.50
1711	MRI Angiography - with contrast	4500	4275.00
1712	MR Enteroclysis	2125	2018.75
	BONE DENSITOMETRY (DEXA SCAN)		
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1713	Dexa Scan Bone Densitometry - Two sites	1500	1425.00
1714	Dexa Scan Bone Densitometry - Three sites (Spine, Hip &extremity)	1955	1857.25
1715	Dexa Scan Bone Densitometry Whole body	2450	2327.50
	NEUROLOGICAL INVESTIGATIONS AND PROCEDURES		
1716	Electroencephalogram (EEG)/ Video EEG	298	283.10
1717	Electromyography (EMG)	638	606.10
1718	Nerve Conduction Velocity (NCV) (at least 2 limbs)	638	606.10
1719	Repetitive nerve stimulation (RNS)-Decremental response (before and after neostigmine)	595	565.25
1720	Repetitive nerve stimulation (RNS)-Incremental response	595	565.25
1721	Somatosensory evoked potentials (SSEP)	638	606.10
1722	Polysomnography (PSG) / Sleep study	638	606.10
1723	Brachial plexus study	638	606.10
1724	Muscle biopsy	383	363.85
1725	Acetylcholine receptor (AChR) antibody titre	1700	1615.00
1726	Anti muscle specific receptor tyrosine kinase (Anti MuSK) antibody titre	2340	2223.00

1727	Serum copper	450	427.50
1728	Serum ceruloplasmin	450	427.50
1729	Urinary copper	450	427.50
1730	Serum homocysteine	405	384.75
1731	Serum valproate level	315	299.25
1732	Serum phenobarbitone level	332	315.40
1733	Coagulation profile	553	525.35
1734	Protein C, Protein S, Antithrombin–III (Select CGHS rate code 1413 for approved rates)	2160	2052.00
1735	Serum lactate level (Select CGHS rate code 1479 for approved rate)	405	384.75
	CEREBROSPINAL FLUID (CSF)		
1736	Basic studies including cell count, protein, sugar, gram stain,India Ink preparation and smear for AFP	216	205.20
1737	Special studies	900	855.00
1738	PCR for tuberculosis/ Herpes simplex	1080	1026.00
1739	Bacterial culture and sensitivity	180	171.00
1740	Mycobacterial culture and sensitivity	180	171.00
1741	Fungal culture	115	109.25
1742	Malignant cells	64	60.80
1743	Anti measles antibody titre (with serum antibody titre)	801	760.95
1744	Viral culture	255	242.25
1745	Antibody titre (Herpes simplex, cytomegalo virus, flavivirus, zoster varicella virus)	760	722.00
1746	Oligoclonal band	1080	1026.00
1747	Myelin Basic protein	1768	1679.60
1748	Lactate (Select CGHS rate code 1479 for approved rate)	298	283.10
1749	Cryptococcal antigen	1024	972.80
	TESTS IN GASTRO-ENTEROLOGY		0.00
1750	D xylase test	765	726.75

1751	Faecal / Fecal fat test/ fecal chymotrypsin/ fecal elastase (Select CGHS rate code 1335 for approved rate)	765	726.75
1752	Breath tests (select CGHS rate code 1336 for approved rate)	1275	1211.25
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1753	H pylori serology for Coeliac disease /Celiac disease	468	444.60
1754	HBV genotyping	2321	2204.95
1755	HCV genotyping	4633	4401.35
	TESTS IN ENDOCRINOLOGY (IN ADDITION TO THOSE INCLUDED UNDER HORMONES)		
1756	Urinary vanillylmandelic acid (VMA)	1350	1282.50
1757	Urinary metanephrine/Normetanephrine	1024	972.80
1758	Urinary free catecholamine	1521	1444.95
1759	Serum catecholamine	3060	2907.00
1760	Serum aldosterone	1013	962.35
1761	24 Hr urinary aldosterone	828	786.60
1762	Plasma renin activity	1000	950.00
1763	Serum aldosterone/renin ratio	1080	1026.00
1764	Osmolality urine	128	121.60
1765	Osmolality serum	128	121.60
1766	Urinary sodium	72	68.40
1767	Urinary Chloride	43	40.85
1768	Urinary potassium	72	68.40
1769	Urinary calcium	80	76.00
1770	Thyroid binding globulin	459	436.05
1771	24 hour urinary free cortisole	200	190.00
1772	Islet cell antibody	750	712.50
1773	Glutamic Acid Decarboxylase Autoantibodies test (GAD antibodies)	1197	1137.15
1774	Insulin associated antibody	404	383.80

1775	Insulin-like growth factor-1 (IGF-1)	1450	1377.50
1776	Insulin-like growth factor binding protein 3 (IGF-BP3)	1600	1520.00
1777	Sex hormone binding globulin	1200	1140.00
1778	USG guided FNAC thyroid gland	348	330.60
1779	Estradiol (E2)	208	197.60
1780	Thyroglobulin antibody	528	501.60
ADDED W.E.F. 14.01.2020			
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non NABH/Non NABL Rate in Rupee	
1781	Kappa Lambda Light Chains, Free, Serum/ Serum free light chains (SFLC)	3500	3325.00
1782	Serum IGE Level	300	285.00
1783	NT-Pro BNP	1800	1710.00
1784	CECT Chest (Including CD) *	2445	2322.75
1785	MRI-Prostate (Multi-parametric) (Including CD)	6000/- including CD	
1786	HCV RNA Quantitative	1500	1425.00
1787	Tacrolimus	2300	2185.00
1788	Protein Creatinine Ratio (PCR), Urine / Albumen Creatinine Ratio (ACR), Urine	120	114.00
1789	Fibroscan Liver	1000	950.00
1790	HLA B27 (PCR)	500	475.00
1791	Mantoux Test	175	166.25
1792	Procalcitonin	1800	1710.00
1793	TORCH Test	1120	1064.00
ADDED W.E.F. 05.06.2020			
Sr. No.	CGHS TREATMENT PROCEDURE/INVESTIGATION LIST	Non-NABH/Non-NABL Rates	
1796	Anti –Smooth Muscle Antibody Test (ASMA)	1241	1178.95
1797	C ANCA-IFA	1275	1211.25

1798	P ANCA-IFA	1275	1211.25
1799	Angiotensin converting enzyme (ACE)	850	807.50
1801	Extractable Nuclear Antigens (ENA) - Quantitative	3910	3714.50
1802	Chromogranin A	4250	4037.50
1803	Faecal calprotectin (fecal calprotectin)	2320	2204.00
1804	C3-COMPLEMENT	552	524.40
1805	C4-COMPLEMENT	552	524.40
1806	Genexpert Test	880	836.00
1810	CT Urography	3825	3633.75
1812	CT Angio-Neck Vessels	5100	4845.00
1813	H1N1 (RT-PCR)	921	874.95
1814	Erythropoietin Level (Select CGHS rate code 1557 for approved rate)	See code 1557	
1815	Anti HEV IgM	850	807.50
1816	Anti HAV IgM	637	605.15
1817	HBsAg Quantitative	552	524.40
1818	Typhidot IgM	340	323.00
1819	Hepatitis B Core Antibody (HBcAb) Level (Hepatitis B Core IgM Antibody)	408	387.60
1820	Anti HBs	552	524.40
ADDED vide clause 2,5, & 6 of OM F.No. S-11045/36/2012-CGHS (HEC) dated 26.11.2 014			
1821	Free Triiodothyronine (FT3)	106	100.70
1822	Free Thyroxine (FT4)	106	100.70
1823	Widal Test	60	57.00
1824	Dengue Serology	510	484.50
1825	Blood component charges - Whole Blood per Unit	1450	1377.50
1826	Blood component charges - Packed Red Cell per Unit	1450	1377.50
1827	Blood component charges - Fresh Frozen Plasma	400	380.00
1828	Platelet Concentrate- Random Donor Platelet (RDP)	400	380.00

1829	Blood component charges - Cryoprecipitate	200	190.00
1830	Platelet Concentrate – Single Donor Platelet (SDP)- Apheresis per unit	11000	10450.00
	ADDED W.E.F. 07.02.2021		
1833	Interleukin 6 (IL6/ IL 6)	1360	1292.00
1834	High resolution computed Tomography (HRCT Chest) *	1700	1615.00