

Delhi Metro Rail Corporation

Expression of Interest

For Empanelment of the Hospitals, Dental, Eye and Diagnostic Centres For DMRC beneficiaries.

Proposals on prescribed application format are invited for empanelment of hospitals, dental clinics, eye clinics and diagnostic centres located in NCT of Delhi, Ghaziyabad, NOIDA, Greater NOIDA, Faridabad, Gurgaon, and Bahadurgarh for DMRC beneficiaries. Last date for receipt of proposals is 01.4.2016 by 5 PM. Application format and other details can be downloaded from www.delhimetrorail.com official website of DMRC (Link-Tender).

FORMAT OF APPLICATION FORM FOR EMPANELMENT OF HEALTH CARE ORGANISATIONS IN DMRC

Note-

- 1) Please read all the terms and conditions enclosed herewith before filling the application form.
- 2) Self attested photocopies of all the relevant documents should be enclosed as annexure which should be serially numbered.
- 3) NA may be written against column which are not applicable to applicant organisation.
- 4) Details must be in typed form. Space against each item may be expanded depending upon details to be filled up.

To General Manager/HR
Delhi Metro Rail Corporation
Metro Bhawan, Fire Brigade Lane,
Barakhamba Road, New Delhi 110001

S.N.	Item	Details
1.	Name of the Health Care Organisation	
2.	Address of the organisation	
3.	Name of the owner/s (individual/organisation)	
4.	Date of commissioning of the applicant organisation	
5.	Details of registration with government / regulator authority	
6.	Specialties in which empanelment is being applied	
7.	Details of empanelment with CGHS, if any	
8.	Name of other organisations where applicant is empanelled.	
9.	Details of any punitive action taken by any authority against applicant organisation	
10.	Details of rates offered by applicant ie CGHS/ its own rates with discount if any	
11.	Whether willing for cashless facility or not	
12.	Number of beds in ICU (if more than one ICU are there, please mention bed strength for each separately)	
13.	Specialties wise names of specialists along with their qualifications (to be attached as annexure)	
14.	Number of total major operations in calendar year 2015	
15.	Number of total indoor admissions in 2015	
16.	Number of total OPD cases in 2015	
17.	Name, designation and phone numbers of authorised contact person of the organisation	

18.	Whether NABH/NABL accredited (details and certificates to be attached)	
19.	PAN/TIN number	
20.	Details of TDS exemption eligibility if any	
21.	Details of approval under sub clause (b) of clause (II) of the proviso to sub-clause (viii) of clause (2) of the section 17 of the Income Tax act 1961, if any	
22.	Whether willing for CGHS rates, if not, please give details of item-wise rates of HCO, discount on each item and item-wise discounted rates.	
23.	Remarks if any	

UNDERTAKING

I hereby certify that all the information furnished above are true to my knowledge. I have no objection to DMRC for verifying any or all the information furnished in this document, with concerned authority, if necessary. I also know that for submitting any wrong information my application shall be rejected summarily. I/We also agree with all the terms and condition specified in attached document (request for deviation from any terms and condition by any applicant organisation must be mentioned on a separate paper and reference of the same may be given in remark column).

Date:

Place:

Signature
Name
Designation
Mobile number
(of the authorized signatory of
Organization)
Office Seal/Stamp

DELHI METRO RAIL CORPORATION

Fire Brigade Lane , Barakhamba Road, New Delhi 110001

EXPRESSION OF INTEREST

FOR EMPANELMENT OF HOSPITALS/ CLINIC /DIAGNOSTIC CENTRES

Delhi Metro Rail Corporation invites applications for empanelment of **hospitals/ stand alone dental & eye Clinics and Diagnostic(radiology and pathology) Centres, (hereinafter to be called as health care organisations)** run by individuals/corporate entity/trusts etc in different geographical areas of NCT of Delhi, Ghaziabad, NOIDA, Greater NOIDA, Faridabad, Gurgaon and Bahadurgarh. Application form can be downloaded from the website of DMRC at www.delhi-metrorail.com. The duly filled form in **duplicate** should be submitted along with all documents in a sealed cover super scribed As “ Application for empanelment of hospitals/Clinics/Diagnostic Centres with DMRC”and addressed to GM/HR Metro Bhawan, Fire Brigade Lane Connaught Place New Delhi 110001 by registered post or by hand delivery at receipt counter of Metro Bhawan. Last date for receipt of application form on prescribed Proforma is 01.4.2016

Terms and conditions-

1. Health care organisation should be easily approachable for DMRC beneficiaries.
2. Institutions in areas where concentration of beneficiaries is very thin, will not be preferred for empanelment.
3. Only those applications, which are submitted on prescribed form shall be entertained.
4. Incomplete applications shall be rejected summarily.
5. All the pages of Application form and annexures (of both set) should be serially numbered and need to be signed by the authorised person of applicant institution, along with his name and mobile no. and rubber stamp affixed.
6. Health care organisations shall be empanelled for identified specialties only. Hence they should apply only for the specialties for which facilities are available with them.
7. For Empanelment as multispecialty hospital, it should have Minimum 50 operational Indoor bed capacity including the ICU/NICU/ICCU.
8. If health care organisation is having a chain of the hospitals/Diagnostic centres, empanelment of each should be applied separately
9. Normally Minimum requirement for empanelment of a multispecialty hospital shall be ability to cater all the emergencies and routine cases in Medicine, Surgery, Paediatrics, ENT, Orthopaedics and , Gynaecology, fully equipped ICU, operation theatre, radiology departments having minimum one x-ray and one ultrasonography machine with a qualified radiologist and a well equipped pathology laboratory with a qualified pathologist.
10. In hospitals ,every ICU bed should preferably be equipped with central oxygen supply facility with separate monitor facility, connected to central monitor. It should be supported by pulse oxymeter, syringe pump and ventilator facility. Unit must have round the clock trained MBBS doctors on duty and doctors having minimum post-graduate qualification in respective specialities i.e. medicine, anaesthesia, surgery, paediatrics, etc on call to attend patients at short notice.
11. The hospitals should have adequate number of well trained MBBS doctors and qualified para-medical staff to handle the emergency, trauma, critical care patients round the clock, in addition to qualified specialists on call.

12. For empanelment in cardiology, unit should be equipped with minimum facility of a defibrillator , echocardiography and TMT machine with an attached qualified cardiologist. Similarly for empanelment in nephrology, centre should have at least one haemodialysis machine with an attached qualified nephrologist. For empanelment in Neurology, centre should have minimum facility of EEG and nerve conduction studies with an attached qualified neurologist. Similar standards laid down by the regulatory authorities will be essential for other specialties and super specialties also.
13. The hospital should have round the clock ambulance facility to transport DMRC beneficiaries .
14. The hospitals should have minimum three types of indoor accommodations i.e. general ward, twin sharing room and single bedded AC room for the DMRC beneficiaries having different entitlement.. Treatment in accommodation higher than entitled one is not permissible.
15. The Health care organisation should preferably be empanelled with Central Government Health Scheme, any other Government or Semi- Government organisations/PSUs. The Health care organisation should have the valid registration with the competent authority/authorities.
16. Health care organisations should have their own PAN/TIN number and all receipts should be computer generated.
17. Health care organisations should have their own power back up system for uninterrupted power supply.
18. Health care organisations should have Hospital Waste Management System in place.
19. They should comply with all statutory requirements of Central/ State Government/Local bodies/autonomous regulatory bodies.
20. Health care organisations having accreditation with NABH/NABL will be preferred.
21. DMRC will have right to visit and monitor the treatment provided in the empanelled Health care organisations. During such visits of DMRC official authorities of such institutions shall cooperate with them.
22. All the investigations for any elective surgical procedure shall be got done prior to admission and will be part of the package, wherever applicable.
23. The empanelled health care organisations shall not undertake treatment of the cases in specialities which are not available with them. However they would provide necessary treatment to stabilize such cases and transport the patient safely to the nearest government/empanelled hospital.
24. The Hospital should admit the patient immediately and start the treatment. They should not ask the patient to deposit any money if cashless facility has been agreed.
25. Immediately after admission of patients in hospital, a SMS containing name of the patient, name of the employee, employee number provisional diagnosis and bed number of patient shall be sent to advisor medical and Manager/SPO/HR or any other official nominated for the purpose by DMRC ,for information.
26. Time to time DMRC will inform all the empanelled Health care organisations about cancellation of entitlement of individual beneficiaries due to any reason. DMRC will not pay any money for treatment of such non entitled beneficiaries under any circumstances.
27. **Tariff and Payment**
 - a) The treatment/investigation charges should be preferably on current CGHS approved rates or the actual rates of health care organisation, whichever is less, preferably on cashless basis and on production of valid medical identity card .
 - b) No advance shall be paid in case of cashless facility. Bill in duplicate on monthly basis should be issued in name of Delhi Metro Rail Corporation and should be sent to GM/HR Delhi Metro Rail Corporation. Payment will be made against the final bill after scrutiny. Wherever

applicable, CGHS rate list code number should be mentioned against each item of the bill. If any item/procedure which is not mentioned in the list of CGHS, it will be paid as per the rates agreed upon in the agreement.

- c) The Non-admissible items, like, toiletries, cosmetics, nutrient supplements etc. must not be included in the bills. No payment for other such items which are not admissible under DMRC medical rules.
 - d) Health care organisations shall charge only those rates, which are mutually agreed in the agreement signed between DMRC and health care organisation. CGHS rate means latest revised rates approved by CGHS and available on the web site of Union Ministry of Health and Family welfare. Additional charges if any on account of extended stay or additional procedure shall be allowed only if it is not due to infection as a result of surgical procedure or negligence on the part of institution.
28. Periodical medical audit of facilities/ treatment provided and bills sent by empanelled health care organisations shall be done by the DMRC authorities.
 29. **Duration of empanelment-**The initial empanelment will be for a period of two year with provision of subsequent extensions on two yearly basis subject to periodical review of performance of the organisations by the DMRC. In case of unsatisfactory performance/deficiency in services, hospital will be liable for de-empanelment any time.
 30. Health care organisation shall intimate DMRC immediately about change of its location, change in ownership pattern if any.
 31. **Annual report-** Health care organisation shall submit an annual report in digital format regarding number of admitted/.investigated DMRC beneficiaries, bills submitted and payment received, on financial year basis.
 32. Name of a responsible official of the each of the empanelled health care organisation for liaison with DMRC along with his mobile number and email address for patient care coordination shall be given. Any change in name and/or mobile number and email should be intimated to DMRC immediately.
 33. Authorised signatory/representative of empanelled organisation shall attend the periodical review meetings called by DMRC. Any change in name and/or mobile number and email should be intimated to DMRC immediately.
 34. It shall be duty of empanelled organisations to obtain, maintain and sustain the valid registration/licenses etc and other statutory requirement as well as high standards of medical care .
 35. For overbilling and unnecessary procedures, the extra amount so charged will be deducted from the pending/future bills of the empanelled organisation. Recurrence may lead to stoppage of referral to that organisation or de- empanelment from DMRC.
 36. **De-empanelment for default-** DMRC without prejudice to any remedy for breach of agreement, by written notice of default sent to health care organisation may terminate the agreement in whole or in part.
 - a) If it fails to provide any or all of the services for which it has been empanelled within the period specified in the agreement or within any extension thereof, if granted by DMRC.
 - b) If the institution fail to perform any other obligation(s) under the agreement.
 - c) If in the judgment of DMRC, health care organisation has engaged in the corrupt or fraudulent practices in executing the agreement.
 - d) In case of any wrongdoings as specified in agreement, health care organisation, DMRC reserves the right to remove all empanelled units of that group from its panel.

37. **Indemnity-** The empanelled organisations shall all times indemnify and keep DMRC indemnified against all actions, suits, claims and demands brought or made against it in respect of anything done or purported to be done by health care organisation in execution of or in connection with the services under this agreement and against any loss or damage to the DMRC along with(or otherwise), health care organisation as a party for anything done or purported to be done in the course of the execution of this agreement. The health care organisation will at time abide by job safety measures and other statutory requirements prevalent in India and will keep free and indemnify the DMRC from all demands or responsibilities arising out from accidents or loss of life, the cause or result of which is the hospital negligence or misconduct. The health care organisation will pay all indemnities arising from such incidents without any extra cost to DMRC and will not hold DMRC responsible or obligated. DMRC may at its discretion and shall always be entirely at the cost of health care organisation defend such suit, either jointly with the health care organisation or singly in case the later chooses not to defend the case.
38. **Arbitration-**If any dispute or difference of any kind whatsoever shall arise between the DMRC and health care organisation upon or in relation to or in connection with or arising out of agreement, shall be referred to for arbitration by the Director Finance /DMRC, who will give written award to the parties. Decision of Director Finance will be final and binding. Place of arbitration shall be Metro Bhawan, New Delhi.
39. **Exit from panel---**Rates once agreed shall continue to hold good until and unless revision is agreed mutually. In case any health care organisation for any reason does not wish to continue on the panel of DMRC, it can apply for exit from the panel by giving one month notice. In such case, patients already admitted in a hospital shall continue to be treated as per agreed rates .

NOTE-

- I. Once an applicant health care organisation is empanelled by DMRC, an agreement will be signed between both the parties, which will incorporate above mentioned terms and conditions, in addition to other standard terms and conditions.
- II. All those health care organisations ,who are presently nominated by DMRC, also need to apply afresh for empanelment failing which it would be presumed that they are not interested in continuing with DMRC and they would stand deleted from the list of nominated organisations.
- III. Submission of application for empanelment does not give guarantee for empanelment as in addition to other things, it will depend upon needs of DMRC in a particular location, facilities available in applicant organisation, standards of care there and offered rates.