

General Tender terms and conditions for Empanelment of Pathological Laboratory

1. Registration & Licensing

- 1.1 The laboratory must be registered under the *Clinical Establishments Act* or the respective State regulatory authority.
- 1.2 The centre should be **NABL/NABH accredited**.
- 1.3 The laboratory must hold valid **Trade License, GST Registration, and PAN**.
- 1.4 Compliance with all **statutory and biomedical waste management regulations** is mandatory.
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2. Experience & Capacity

- 2.1 The laboratory must have a minimum of **three (3) years of operational experience** in providing diagnostic and pathological services.
- 2.2 Experience in serving **Public Sector Undertakings (PSUs), Government organizations, or reputed corporate institutions** is desirable.
- 2.3 The laboratory should have sufficient capacity and infrastructure to perform major tests **in-house**, without outsourcing basic investigations.
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3. Infrastructure & Equipment

- 3.1 The laboratory must be equipped with **modern automated analyzers** for:
- Biochemistry
 - Hematology
 - Immunoassay
 - Serology and Microbiology
- 3.2 Equipment shall be **regularly maintained and calibrated**, with proper records maintained.
- 3.3 Adequate **sample collection and storage facilities**, including **refrigeration and barcoding systems**, must be available.
- 3.4 The laboratory shall have **uninterrupted power backup** and **secure IT/data systems** for smooth operations.
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4. Qualified Personnel

- 4.1 The laboratory shall be under the overall supervision of a **qualified Pathologist (MD/DCP in Pathology)** registered with the Medical Council.
- 4.2 **Qualified Technicians** (minimum DMLT) must be engaged for handling and processing samples.

4.3 Adequate staff strength shall be maintained to ensure efficient and timely service delivery.

5. Quality Assurance & Control

5.1 The laboratory must participate in **External Quality Assurance Schemes (EQAS)**.

5.2 Internal **Quality Control (QC) systems** shall be in place for all tests performed, with records maintained.

5.3 All test reports shall carry the **name, qualification, registration number and signature** of the reporting Pathologist

5.4 Periodic **audit of quality and accuracy** shall be carried out and documented.

6. IT & Reporting System

6.1 The laboratory shall have a **computerized report generation system** with secure data handling.

6.2 Capability to provide **soft copies of reports** through email, secure web portals, or other digital means is required.

7. Turnaround Time (TAT)

7.1 The laboratory must maintain standard TAT for reporting of routine and special investigations.

7.2 **Routine test reports** should be made available within **12 hours**.

7.3 **Urgent or emergency test reports** must be provided within **4 to 6 hours**.

8. Safety, Hygiene & Waste Management

8.1 The laboratory must comply with **Biomedical Waste Management Rules, 2016**, and subsequent amendments.

8.2 Proper infection control, safety protocols, and regular sanitization must be ensured.

9. Service Accessibility

9.1 Provision for **home sample collection**.

9.2 The laboratory must have a **dedicated helpdesk/contact person** for liaison and query resolution.

10. Other Requirements

10.1 Audited Financial statement of last 3 years to be submitted.

10.2 The laboratory must agree to provide **cashless testing facilities** to GSFC employees and dependents, as per mutually agreed terms.

10.3 A **comprehensive rate list of tests/investigations** shall be submitted, duly signed and sealed.

10.4 The laboratory must declare that it is **not blacklisted or debarred** by any Government, PSU, or regulatory body.

10.5 If contract awarded, **MOU/Agreement** to be signed for specified duration as per the company terms.

10.6 Cashless treatment which are covered within the ambit and reimbursable by GSFC to those who are regular employees and their dependents and verified by hard copy given to you as a reference note from treating doctor.

10.7 For providing treatment at your Centre, you shall ensure that person, family member hold valid GSFC Card or zerox copy of the same.

10.8 At any stage of tendering, notwithstanding anything mentioned in any of the clause mentioned in tender, GSFC reserves the exclusive rights to withdraw the tender at GSFC's will without being liable to disclose any reasons whatsoever.