

Request for Proposal (RFP) for Rate Contract for Hospital Management Solution to Hospitals (Bid Reference: CO/DB&FP/1285/R1/2025-26 dated 03.09.2025)

Date: 20/09/2025

Annexure

Amendments

S.No	RFP Page No.	RFP Clause details	Existing Clause in the RFP				Amended Clause in the RFP					
1	32	9.1-Eligibility Criteria	The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 3 years as on date of publishing RFP.				The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 3 years as on date of publishing RFP. Relaxation only for MSE/Start up: The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 1 years as on date of publishing RFP.					
2	24	9.a.Bidder's Experience	Sr. No	Parameters	Sub- Parameter		Max Marks	Sr. No	Parameters	Sub- Parameter		Max Marks
			1	Company Profile	Years of Operation	Marks	4	1	Company Profile	Years of Operation	Marks	4
					3-5 years	2				1-5 years	2	
					6-7 years	3				6-7 years	3	
					>7 Years	4				>7 Years	4	
3	76	Section V Part II Commercial Bid	PRICE STATEMENT: Total Cost of Ownership (TCO) for the entire contract period (inclusive of all applicable taxes duties, levies, freight, insurance, warranty, etc.), is Rs.....(in figures) Rupees..... (in words). (Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.)				PRICE STATEMENT: Total Cost of Ownership (TCO) for the entire contract period (exclusive of taxes), is Rs.(in figures) Rupees..... (in words).					

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Clarifications/ Responses of Pre-Bid Queries

S.No	Page No	Para No.	Description (Ref: CO/DB&FP/1285/R1/2025-26)	Query details	Bank's Response
1	25	Point 3	Bidder 's Experience in developing Hospital Management Solution for any Government Hospital in India	Relaxation for Govt Hospitals.	<p>It is clarified that Bidder has to secure minimum marks specified in the RFP to qualify in the tender process. Bidders having experience in implementing Hospital Management Solution in Government Hospital will have an added advantage in terms of the Marks under Bidder's Experience section. However, this is not a mandatory eligibility criteria.</p> <p>Please adhere to the RFP Terms & Conditions.</p>
2	25	Point 4	Bidder 's Experience in implementation of Hospital Management Solution in India (Size/ Scale of the Hospital)	Relaxation in marking to MSME/Start-up for Scale of hospital.	<p>It is clarified that Bidder has to secure minimum marks specified in the RFP to qualify in the tender process. Marks will be awarded under Bidder's Experience section to the bidder based on the Size/Scale of the Hospitals where solution has been implemented as on date of RFP. However, this is not a mandatory eligibility criteria.</p> <p>Please adhere to the RFP Terms & Conditions.</p>

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3	27	1 Scalability	System should support minimum 20 concurrent users and 500 total users at any point of time. The system must have capability for upgradation through either vertical or horizontal scaling ensuring that the system remains responsive and efficient.	a) How many concurrent users are there in one hospital ?	It is clarified that the specifications are stipulated for each individual Hospital. Project Specific details will be shared with the successful bidders.
4	31	10 Payment Gateway Solutions Related	<ul style="list-style-type: none"> Payment gateway on website/mobile app Generate dynamic UPI QR codes for each transaction Integrate POS machine with UPI and card payments Simplify refund and dispute processes Integrated Payment gateway integration for all services 	a) It is assumed that the department will provide the payment gateway, POS machines etc. for integration with the HMIS system. Hope our understanding is correct.	<p>It is clarified that Bank/Hospital will provide payment gateway, POS machines for integration with HIMS System.</p> <p>Please adhere to the RFP Terms & Conditions.</p>
5	45	21. Manpower Requirement	<ul style="list-style-type: none"> Manpower to be deployed at the Hospital for collection of data and inputs from Hospitals directly for faster implementation within stipulated timeline (if required). There should not be any dependency on Indian Bank Branch or Zone to collect the data. Bidder has to collect by deputing an official physically. Manpower to be deployed for Data Migration from legacy system. Manpower to be deployed for Training or any other work as part of scope of work required to complete the implementation. Training Program of minimum three working days to Hospital Officials Call Centre support team to assist citizen on various on line payment Team for Online Transaction Reconciliation 	<p>a) What is the volume of data available for migration ?</p> <p>B) Will data entry be required ?</p> <p>C) Will data digitization be required ?</p> <p>D) Will data cleansing be required ?</p>	<p>It is clarified that this RFP is for entering into rate contract valid for 1 year for providing HIMS to maximum 20 Hospitals. The Requirements may vary from Hospital to Hospitals on case to case basis. Project specific further details will be shared with successful bidders.</p> <p>Please adhere to the RFP Terms & Conditions.</p>

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6	39	15. Other important terms and conditions	· Bidder shall host the data on Meity empanelled cloud as per convenience and requirement of Hospital.	a) What type of cloud is required ? Public or private cloud ?	It is clarified that Public Cloud is required from the Meity empanelled Cloud Service Provider. Please adhere to the RFP Terms & Conditions.
7	NA	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	It is clarified that this RFP is for entering into rate contract valid for 1 year for providing HIMS to maximum 20 Hospitals. The Requirements may vary from Hospital to Hospitals on case to case basis. Project specific further details will be shared with successful bidders. Please adhere to the RFP Terms & Conditions.
8	NA	General	Max Transaction per Day	What is the number of transactions per day	It is clarified that this RFP is for entering into rate contract valid for 1 year for providing HIMS to maximum 20 Hospitals. The Requirements may vary from Hospital to Hospitals on case to case basis. Project specific further details will be shared with successful bidders.
9	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	
10	NA	General	Any Document Upload Permitted	Is there any document upload required	
11	NA	General	Max Size of File in MB	What is the file Upload size in MB	
12	NA	General	Max Files per User	What is the file upload per user required	Please adhere to the RFP Terms & Conditions.

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13	NA	General	Database Backup Policy	What is the database back policy	It is clarified that the successful bidder shall adhere to comprehensive Data Backup, Data Retention, Data Recovery and Data Archival policy as per latest industry standards. Ensuring regular backups and prompt data restoration in case of system failure or data loss. Please adhere to the RFP Terms & Conditions.
14	NA	General	Database Retention Policy	What is database retention policy	
15	NA	General	DC - DR Policy	What is Data recovery policy	
16	NA	General	Data Archival Policy	What is the current data archival policy	It is clarified that RPO of less than 1 hour for each instance is permitted. However, such instances should be restricted to twice per quarter. Further, it is clarified that the scheduled maintenance window of 2 hrs per month may be permitted with the prior approval from the Bank's Corporate Customer. SLA will be calculated excluding the Scheduled maintenance window. Please adhere to the RFP Terms & Conditions.
17	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	

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18	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	<p>It is clarified that RTO of maximum 4 hours for each instance is permitted. However, such instances should be restricted to twice per quarter.</p> <p>Further, it is clarified that the scheduled maintenance window of 2 hrs per month may be permitted with the prior approval from the Bank's Corporate Customer. SLA will be calculated excluding the Scheduled maintenance window.</p> <p>Please adhere to the RFP Terms & Conditions.</p>
19	NA	General	Eligibility Criteria	Please mention the Experience criteria 1.5 years for MSME	Please refer Amendment - 1