



# RFP for selection of MSP to design, develop, implement, operate and maintain PM-JAY IT 2.0

Industry Consultation

30<sup>th</sup> August, 2019



# Agenda

- Key Objectives & Journey So Far
- PM-JAY IT 1.0 Landscape
- PM-JAY IT 2.0
- Industry Suggestions

# Key Objectives of PM-JAY

Improve  
Affordability

Enable the poorest 40 per cent of the population to afford quality secondary and tertiary care at public and private hospitals

Improve  
Accessibility

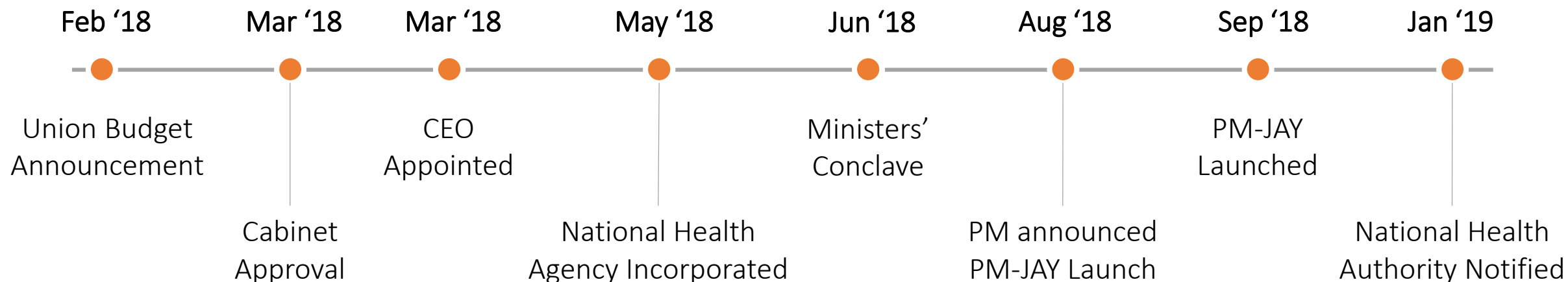
Enhance accessibility of quality medical care, particularly secondary and tertiary care for the beneficiaries across the country

Improve  
Quality of Care

Ensure quality of care and services through standard treatment protocols, quality linked incentives, close monitoring, beneficiary feedback and medical audits.



# Journey So Far ...



As on 29<sup>th</sup> August, 2019

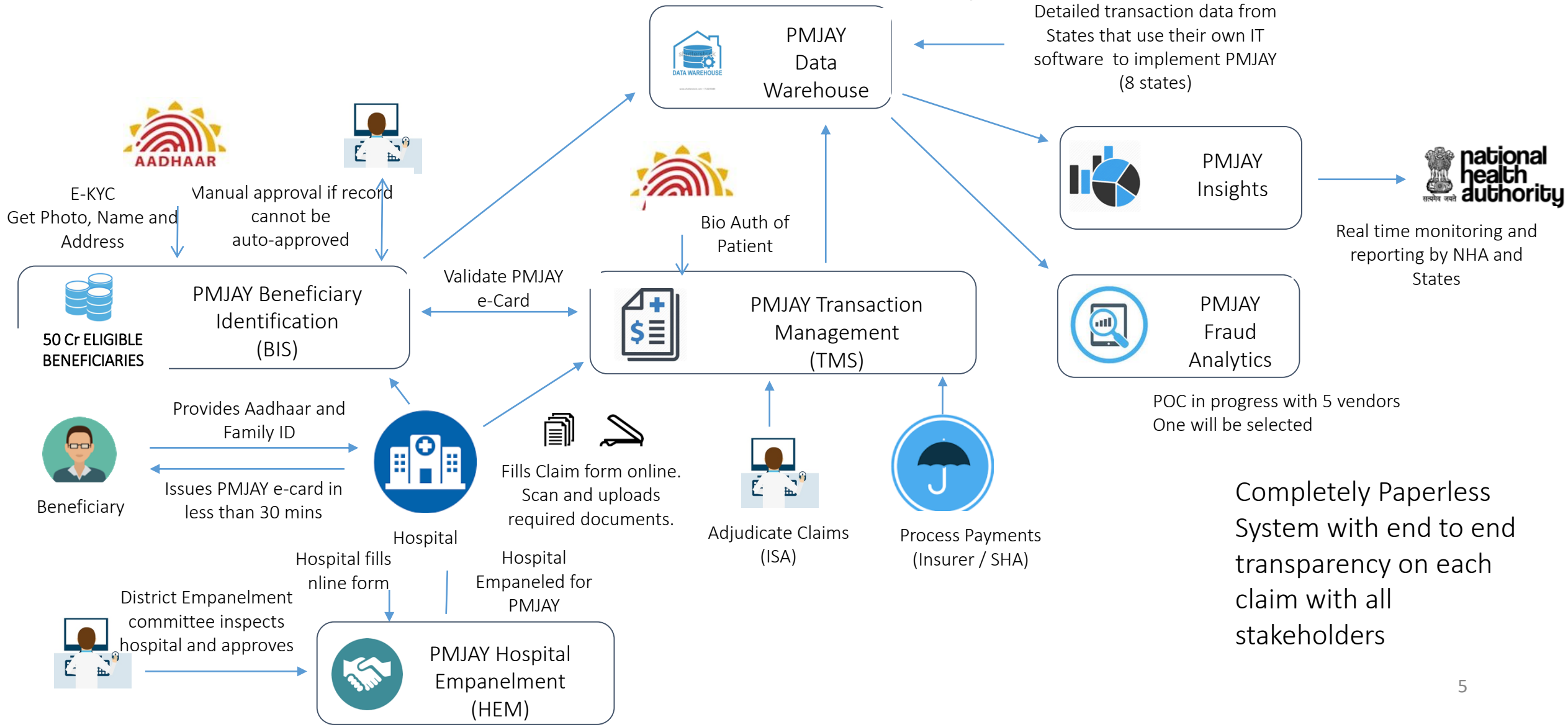
Beneficiary Cards Issued  
**> 9.7 Crores**

Treatments Availed  
**> 40 Lakhs**

Hospitals Empaneled  
**> 16,000**

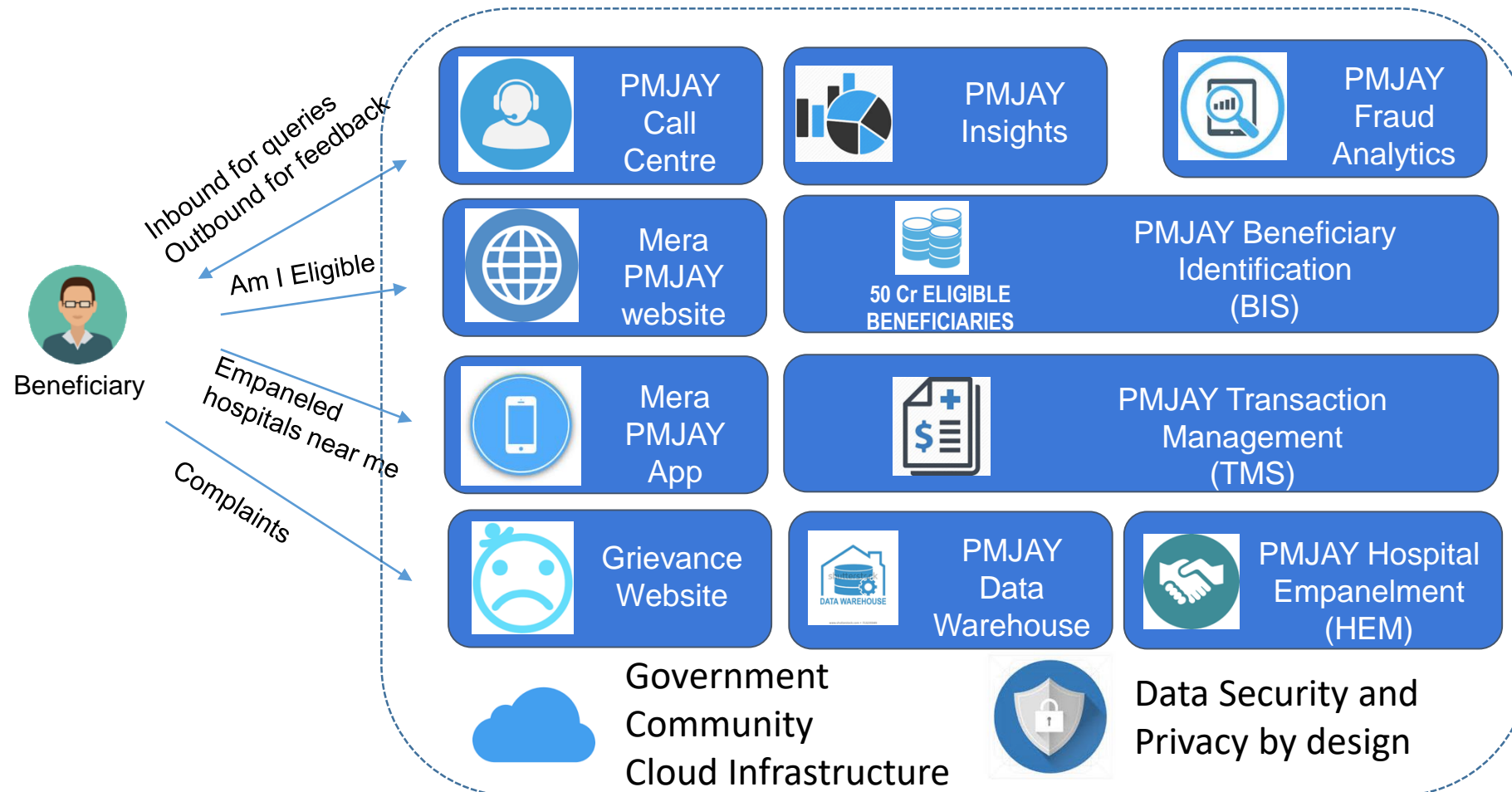
Amount Spent  
**> Rs. 5,000 Cr.**

# PM-JAY IT 1.0 Service Delivery



Completely Paperless System with end to end transparency on each claim with all stakeholders

# PM-JAY IT 1.0 Service Delivery





# PM-JAY IT 1.0 Landscape

Beneficiary Identification System	Transaction Management System	Hospital Empanelment Management	GCC Infrastructure
Am I Eligible - MERA	National Data Warehouse	IMPACT Portal	Technical Helpdesk
Beneficiary Mobile App	Analytics (Insights)	PM-JAY Website	Security & Privacy Framework
National Call Centre	Open API Exchange	Grievance Portal	Fraud Control System



# Need for PM-JAY IT 2.0

- Standards adoption from a domain & technology perspective
- Be future ready – interoperable, exchange ready, next-gen tech
- Be Agile, Stable and Scalable
- Services being digital end-to-end (including ‘Paperless, Cashless and presence less)
- Have an established partner perform on agreed SLAs
- Pay for services
- Enhance User Experience (UX)



# PM-JAY 2.0 Design Principles

## Standards Adoption

- FHIR Release 4
- SNOMED – CT
- ICD 10
- LOINC
- EHR Standards (2016)

## Innovation

## Security & Privacy by Design

## Electronic Claim

## Non-Repudiability

## Verifiability

## Explainability

## Consent based Data Sharing

## Data Privacy & Encryption

## Open APIs & Standards

## Machine Readable Schemas

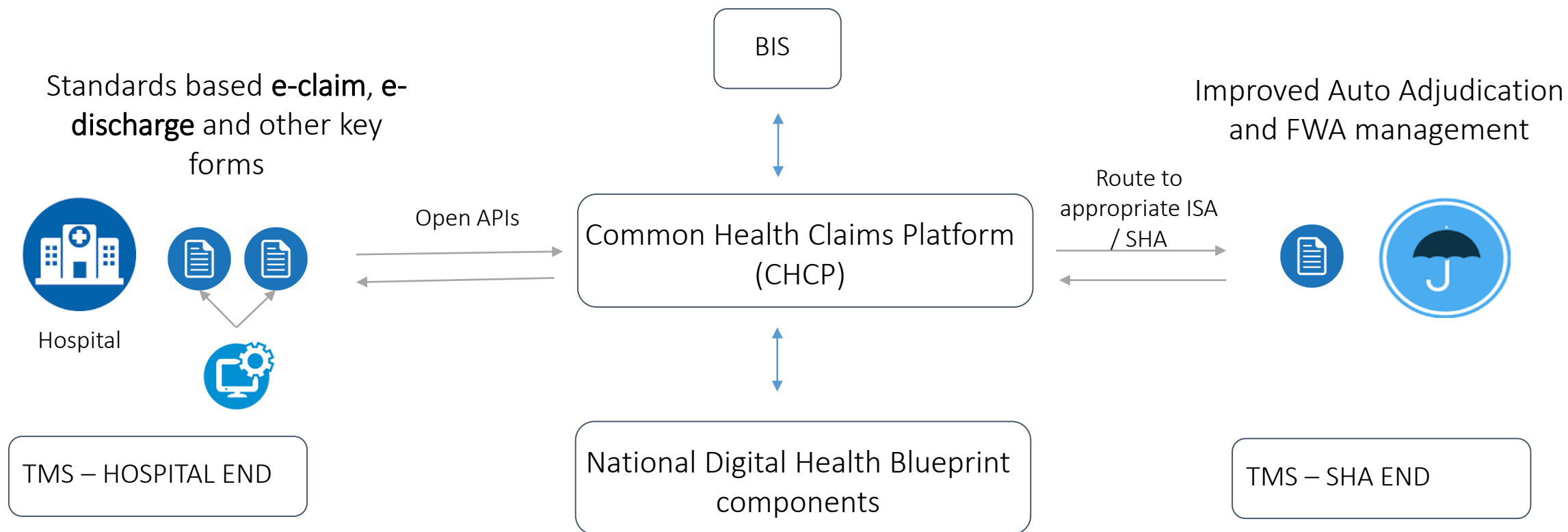
## Agile IndEA

## Digital Service Standards

## Micro-services Architecture

## Open-Source Policy

# PM-JAY IT 2.0 Service Delivery





**Users**



Citizens



Beneficiaries



Medico



NHA / SHA



ISA / TPA



Call Centre



Analytics

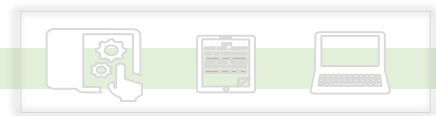


Helpdesk



Administrator

**PMJAY IT 2.0  
Blueprint**



SINGLE SIGN ON



**Applications**

Portal & Mobile App	HEM	MIS / Reports	TMS – hospital End	TMS – SHA end	BIS	MERA
Data Warehouse	CC S/w	Quality of care	Helpdesk	Grievance	FCS	ERP
CHCP	Medical Audit	CDHS	Program / SLA Mgmt	Feedback & Survey	IAM	LMS

**Enterprise Security**

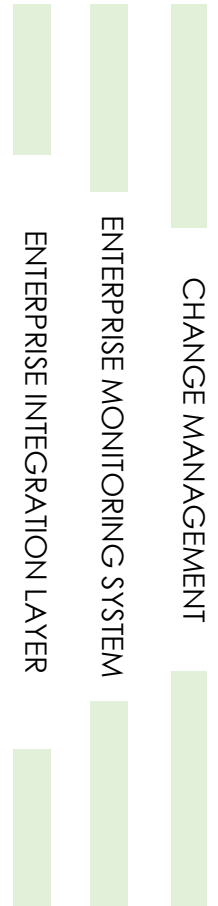
HIPS	Anti - DDOS
Anti - APT	SSLVPN
PIM / PAM	Antivirus
IAM	DLP
HSM	DAM
Next Gen Firewalls	Web App Firewalls
Network Access Control	
Application Security	
API Security	

**Integration Services**

PFMS / Banks	CDS	Call Centre(s)	Social Media(s)	State(s) System	TPA(s) System
ISA(s) System	HMIS	PHR	HWC	Aadhaar Services	Knowledge Management

**Cloud Infrastructure**

Virtualization	Email Gateway	Platform as a services	Infra as a service	CDN	Load Balancing	Replication
Network	SMS Gateway	Operating System	SSL Certificate	DR	Bandwidth	Storage



In-Scope     Out-of-Scope     External System

# Scope of Work

Solution Design, Development,  
Testing & Implementation

Cloud Infrastructure &  
Network Implementation

Application & Data  
Migration

IT Helpdesk Setup

Information Security &  
Data Privacy

Operations & Maintenance

Audits

Capacity Building

Transition & Exit Management

Program Management &  
Governance

Digital Service Improvements

# RFP Overview

#	Salient Feature	Description
1	Implementation	<ul style="list-style-type: none"> <li>• Solution Design, Development, Testing, Implementation &amp; Go-Live – <b>upto 8 months</b></li> <li>• Operations, Maintenance and Enhancements – <b>60 months (5 years)</b></li> <li>• Extension – <b>24 months (2 years)</b> on a 'Year on Year' basis</li> </ul>
2	Contracting Mode	<ul style="list-style-type: none"> <li>• Managed Service Provider (MSP) as a '<b>Consortium</b>' of System Integrator (SI) and Cloud Service Provider (CSP)</li> <li>• Optional sub-contracting with OEMs for software components, health products &amp; helpdesk</li> </ul>
3	Payments	<ul style="list-style-type: none"> <li>• Solution Services               <ul style="list-style-type: none"> <li>• Pre- Go Live – <b>Milestone based</b></li> <li>• Operations &amp; Maintenance – <b>Service Level Agreement (SLA) based</b></li> </ul> </li> <li>• Cloud Services – <b>Quarterly Payments (SLA based)</b></li> </ul>
4	Selection Method	Quality cum Cost Based Selection (QCCBS) (65:35)
5	Liability	Joint and Several Liability of all MSP partners



# Pre-Qualification Criteria – Lead Bidder (1/2)

#	Eligibility Criteria
1	The lead bidder should be – a. A company incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013 b. Registered with the GST Authorities c. Company should have a valid PAN number
2	The lead bidder should have been in operation for a period of at least 5 years (i.e. for FY 2014-15, FY 2015-16, FY 2016-17, FY 2017-18, FY 2018-19) in India prior to the date of submission of bid.
3	The lead bidder should have a consolidated minimum positive net worth, as on the last day of financial year 2018-19.
4	The lead bidder should have minimum annual turnover of ₹ 500 crores from software development or implementation or systems integration excluding sales of system software or COTS/ hardware/ systems integration services for IT infrastructure, in each of the last three financial years (Financial years 2016-17, 2017-18 and 2018-19)



# Pre-Qualification Criteria – Lead Bidder (2/2)

#	Eligibility Criteria
5	The lead bidder should have at least 500 employees, as on the last date of bid submission, on its rolls in the area of software development or implementation or systems integration excluding personnel engaged in sales of system software or COTS/ hardware/ systems integration services for IT infrastructure.
6	The lead bidder should have valid CMMI Level-5 Certification as on date of submission of the proposal.
7	The lead bidder should have experience of obtaining the certifications (or above) for at least 1 project in the last three years (i.e FY 2016-17, FY 2017-18 and FY 2018-19) – ISO 27001-2013



# Pre-Qualification Criteria – CSP

(1/2)

#	Eligibility Criteria
1	The partner should be MeitY empaneled Cloud Service Provider (CSP) provides Government Community Cloud (GCC*) and audit compliant as per MeitY.
2	The partner should have at least 100 people (excluding personnel engaged in sales), as on the last date of bid submission, on its rolls working in the area of – <ul style="list-style-type: none"><li>• Cloud services offering – 50 resources</li><li>• IT Security/ Cyber – 50 resources</li></ul>
3	The Partner should possess all the below certifications which are valid as on bid submission date- <ul style="list-style-type: none"><li>• ISO 27001:2013 certification</li><li>• ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology</li><li>• ISO 27018 - Code of practice for protection of personally, identifiable information (PII) in public clouds</li><li>• ISO 20000-1:2011 certification for Service Management System</li><li>• PCI DSS -compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud</li></ul>

\* for discussion





# Pre-Qualification Criteria – CSP

(2/2)

#	Eligibility Criteria
4	Partner should have a NOC (Network Operation Centre) and Business continuity plan/location (BCP) in place.
5	The Partner must be operating at least two (2) Data Centre/ Disaster Recovery Centre in India at time of submission of the bid. DR site should be in a different seismic zone (within India).

# Technical Evaluation Criteria

#	Technical Criteria	Total Marks	Cut-off
1.	Bidder's Experience	30	$\geq 21$
2.	Proposed solution	50	$\geq 35$
3.	Approach and Methodology	20	$\geq 14$
<b>Total</b>		<b>100</b>	<b><math>\geq 70</math></b>

## Note:

- Up to 20% weightage (10 marks) of OSS products in proposed solution
- The overall technical cut-off will be 70%.
- To qualify in the technical evaluation stage it is mandatory for the bidders to qualify in each of the sections and sub-sections. It is clarified explicitly that if any bidder fails in any one sub-section but overall scores more than 70% score then the bidder will be disqualified.
- The bidders who qualify the minimum technical cut-off i.e. 70 % overall and in each sub-section of technical evaluation shall be assigned marks based on their proposals. The bidder with highest total marks shall be placed at T1 and subsequent bidder on T2 and so on.



# Discussion point- Solution

- Open source software preference in proposed solution, by giving upto 20% marks (10 marks)



# Discussion point- Timeline

- Solution to be implemented in **8 months duration** using health products, which will be enhanced as per business requirements
- Success fee for early go-live



# Discussion point- CSP

- Cloud Service provider should have Government community cloud (GCC) services



# Discussion point- SOC

- MSP is responsible for complete security & privacy. **SOC service provider** will be on boarded separately by NHA. MSP has to provide all trigger and events to SOC to monitor.



# Discussion point- Payment

- **30% of CapEx** to be paid in 20 EQI's along with O&M payments
- Any cap on LD amount/ penalties as a % of TCV



For any inputs/suggestions/feedback kindly email  
at - [manu.shukla@nic.in](mailto:manu.shukla@nic.in) on or before 03:00 pm,  
Friday-6<sup>th</sup> September 2019





Thank You