



All India Institute of Medical Sciences, Rishikesh
अखिल भारतीय आयुर्विज्ञान संस्थान, ऋषिकेश – 249203

AIIMSRISH/MRD/120/2026/

Dated: March 23, 2026

To
The Tender Officer In-charge
AIIMS Rishikesh

A Pre-Bid Meeting was held on **27.02.2026 at 12:00 PM** at the Tender Office of **All India Institute of Medical Sciences Rishikesh**. Around eight (08) company representatives attended the meeting, including one participant who joined through video conferencing. Some queries were also received through Email by participating vendors.

During the meeting, the representatives raised multiple queries regarding the Bid document, technical specifications, qualification criteria, scope of work, and technical support requirements. The queries raised are summarized and provision and clarification given below:

Statement of Clauses for Clarification / Modification

S.No.	Clause / Point No.	Clarification Requested	Revised Provision / Clarification
1	Working Hours	Clarification required whether vendor shall work strictly during MRD working hours or will be permitted to work on Saturdays, Sundays and Government holidays.	GH and Sunday will be day off. Official MRD work hour is 09:00 AM to 5:00 PM (Monday to Friday). For Saturday 09:00 AM to 1:00 PM for MRD but vendor can work on full day that 09:00 AM to 05:00 PM.
2	Experience Criteria	Request received to reduce minimum experience requirement from 3 years to 1 or 2 years as many companies may otherwise become ineligible.	Experience required is 3 years.
3	MSME Exemption	Request received to withdraw MSME exemption in turnover and	It is mandatory.

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S.No.	Clause / Point No.	Clarification Requested	Revised Provision / Clarification
		experience criteria to maintain uniform eligibility standards.	
4	Qualification Point No.1	Minimum experience of scanning in a 500-bed hospital during the last 3 years required. Request received to reduce bed strength criteria.	Experience of having working in big hospital is mandatory.
5	Qualification Point No.4	Word "Offshore" mentioned. Request received to delete the word to comply with local data residency norms. Clarification also sought regarding on-site execution and hosting within India as per Clauses 26 & 40.	When we say offshore, we mean that storage, retrieval and indexing facility can be setup away from AIIMS Rishikesh provided the data can be retrieved and sent to AIIMS Rishikesh within 24 hours.
6	Qualification Point No.5	Record Management Software (RMS) required in qualification criteria. Request received to remove RMS as scope is limited to scanning and digitization only.	We do not require record management software
7	Quality Certification	Currently ISO 9001:2008 and ISO 27001:2005 mentioned. Clarification required whether latest ISO certifications and CMMI Level 3 are acceptable.	ISO is mandatory, CMMI will be given preference.
8	Contract Duration	Tender duration is 2 years. Clarification requested whether duration will remain fixed or may be reduced considering claimed scanning capacity of vendors.	Due to logistic issue, tender duration is for the 2 years so that minimum 2 crore pages can be done.
9	DMS & AMC (Point 43)	DMS system required for 2 years with additional 3 years. Clarification sought regarding duration and AMC charges.	The charges for AMC & DMS (2 years + 3 years) will be discussed separately, vendors have to put separate quotation.
10	Quality Checking	Frequency of quality checking not clearly specified. Clarification required whether monthly or quarterly basis.	Quality check will be done monthly but random checks can be done to ensure work is being done as per contract.
11	Server & Storage	As per tender, server and storage to be provided by AIIMS Rishikesh.	A server is available in the IT server room, with up to 50% of

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S.No.	Clause / Point No.	Clarification Requested	Revised Provision / Clarification
		Clarification sought from IT Department regarding availability of infrastructure.	its storage capacity allocated for this purpose. The vendor shall be responsible for ensuring the security and integrity of the data.
12	Utilities	Clarification required whether furniture, electricity and workspace will be provided by AIIMS Rishikesh.	Space and Electricity would be provided by AIIMS Rishikesh, However, whatever furniture vendor needs they need to arrange it.
13	Space Availability	Clarification required regarding room size and available space for scanning team.	The room has been allotted.
14	Scope of Scanning	Clarification required whether Admission Notes, Doctors' Notes, Nurses' Notes, Investigation Reports etc. are included. Vendors suggested bookmarking and OCR-enabled searchable PDF.	We want the file to be scanned from page one to last, because when file submitted in MRD the record is already arranged as per protocol.
15	Qualification Point No.3	Presently 1.5 lakh files required. Request received to modify criteria to 1 crore scanned pages in last 3 years.	We want a contract of minimum 2 crore pages in 2 years.
16	ICD-10 Coding	Clarification required whether vendor shall perform ICD-10 coding as per WHO standards, since coding is not presently available in files.	Vendor Shall perform ICD Coding as per WHO standards.
17	SSL Requirement (Point42)	Clarification required from IT Department regarding Secure Socket Layer (SSL) requirement and specifications.	The SSL certificate for the software domain/domains shall be procured and implemented by the vendor.
18	Turnover Criteria	Present turnover requirement ₹30 Lakhs. Request received to increase to ₹1-2 Crore to restrict small vendor participation.	The minimum turnover of 30 Lacs is required.

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19	Cover Page Scanning	Clarification required whether cover page of patient files is also to be scanned.	Cover page scanning is mandatory.
20	Location of Work	Clarification required whether scanning work will be limited to AIIMS Rishikesh or includes satellite hospitals, if any.	Scanning will be done only at AIIMS Rishikesh.
21	Payment Milestones	Clarification required whether payment shall be released monthly or quarterly after successful scanning and verification.	Payment would be as per AIIMS rules.
22	Page Numbering	Clarification required whether page numbering shall be done manually on physical files or digitally in scanned documents.	Numbering to be done manually by the same team, which is doing scanning.
23	Source Code	Clarification required whether supply of source code includes bidder's core proprietary intellectual property or only customized interface developed for this project.	<p>The Intellectual Property Rights (IPR), including the complete source code, database, and all associated components of the application, shall vest with All India Institute of Medical Sciences Rishikesh after the successful customization and implementation of the application as per the requirements of the Institute.</p> <p>Upon completion or termination of the contract, the vendor shall hand over the full and updated source code, database, database structure, documentation, and any related technical materials to the Institute without any restriction.</p> <p>Thereafter, the Institute shall have the full ownership and rights to use, modify, enhance, maintain, or transfer the application and its source code to any third party or developer for further development.</p>

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			<p>maintenance, or operational purposes, as deemed appropriate by the Institute.</p> <p>The vendor shall not claim any ownership or impose any limitation on the future use, modification, or transfer of the application by the Institute once the contract period has concluded and the deliverables have been duly handed over.</p>
24	Commercial/Payments (QCSLA)	The tender lacks a defined Quality Control (QC) turnaround timeline. What is the maximum SLA window (in days) for AIIMS to verify a submitted batch so that invoices can be processed and also requested a 5-10% random sampling method for QC. Please define the threshold for batch rejection.	Upto 5%.
25	IPR/Legal	Please clarify if the vendor must transfer ownership/source code of their pre-existing proprietary DMS core, or if this clause only applies to custom integration scripts developed specifically for AIIMS	Clarified in Serial No 23
26	IT security/Liability	Given that AIIMS Rishikesh will provision the cloud server, kindly confirm that AIIMS (or its cloud provider) will manage all Infrastructure-level security (e.g., Network Firewalls, DDoS protection, OS patching).	Infrastructure-level security will be managed by vendor.

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27	Operational Volumes	Request for the estimated total project volume (in pages or files) for the entire contract duration, and the approximate percentage split between IPD, OPD, and ICU Files.	All files are IPD files & ICU comes under IPD.
28	Technical	Clarification required regarding "SQC/IRDB1VI" may be a typographical error with regard to required database standard.	Not Required only scanning from DMS. Security for DMS required.
29	Financial risk/Operations	Given that many older records are inherently fragile, what is the joint verification mechanism to assess a file's pre-existing condition prior to handover.	We will have a pre scanned condition report given to the vendor.
30	Operational Risk/Hardware Sizing	High-speed ADF scanners (>100 PPM) are highly prone to tearing fragile or old paper. To prevent accidental damage and subsequent penalties, what is the estimated percentage split between fragile/old documents and standard /good condition documents.	Cannot provide percentage of fragile record. Records are only 10 years old, hence fragile files are very less.
31	IT infrastructure/Cloud	Please clarify which party bears the financial responsibility for procuring the Cloud Server and the necessary high-speed bandwidth for daily syncing.	Vendor will purchase the cloud server. The IT server is exclusive property of AIIMS Rishikesh and cannot be accessed by everyone; However, cloud server for storage of data is to be purchased by vendor.
32	Clinical Coding/Indexing	Please confirm if the ICD-10 codes will be pre-written on the file's face sheet by the medical staff, or if the bidder must read the clinical	Vendors shall perform ICD coding as per WHO guidelines. <i>Maven 15/2/2026</i>


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		summary to determine and assign the code.	
33	Commercial/Financials	Could the authority kindly specify the required Earnest Money Deposit (EMD) amount, as well as the required percentage and duration of the performance Bank guarantee (PBG).	Only PBG will be forfeited.
34	Eligibility/Qualifications	Potential contradiction between requiring experience from 3 hospitals versus 1 hospital.	We expect the bidder to have worked in at least 2 hospital and letter of satisfaction of work from at least 1 hospital.
35	Clinical/Operational Risk	Kindly clarify if the bidder's data entry operators are expected to manually transcribe (type out) clinical notes if the original documented is faded.	Vendors need not manually type but the quality of photocopies/scanned copies should be legible.
36	IT hardware CapEx	Is the bidder required to financially procure and supply the archival/retrieval server hardware, or merely recommend the technical configuration for AIIMS to purchase	AIIMS IT server is a highly advanced system & vendor needs to just recommend technical configuration to our IT.
37	InfoSec/DRM vs. Open Source	Maintain dynamic, offline PDF access controls (Digital Rights Management) typically requires proprietary enterprise software. Can we utilize commercial DRM software to meet this security requirement.	Vendor need not procure commercial software they just need to develop a search tool so that patient details can be searched, for example by putting patient UHID so that the patient file details can be accessed. They also need to develop a source code, which must be handed over to AIIMS. There should be a transition period of 3 months in case

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			vendor opts out or gets changed for smooth handing over of the data.
38	RMS	It is requested that the requirement of Record Management Software/ System kindly be removed from the bid criteria. & we need clarification regarding the clause 'Capability of recording the data on SQC/IRDB1VI database along with data security by firewall and antivirus', specifically detailing its exact scope, technical requirements, and intended meaning.	Record management software is not required. Also IT Reply required for SQC/IRDB1VI.
39	Page numbering	Clarification is requested regarding the 'page numbering' mentioned in line, whether the page numbering is to be done manually on physical files or digital numbering.	Our most of the files are numbered, However, in case few are not numbered then they need physical numbering.
40	Scope of scanning and digitization work	Clarification is requested whether any specific declaration/undertaking is required to be submitted by the bidder regarding secrecy and confidentiality under the IT act 2000 and its amendments.	Yes, undertaking is required (for confidentiality and secrecy of records)
41	Qualification criteria	It is requested that the clause requiring proof of experience from at least 3 hospitals (minimum 500 beds) may kindly be amended to 2 hospitals (minimum 500 beds).	We expect the bidder to must have worked in at least 2 hospital and letter of satisfaction of work from at least 1 hospital.

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S.No.	Clause / Point No.	Clarification Requested	Revised Provision / Clarification
42	Qualification criteria	As mentioned in page number 9 (Tender digitization august final copy), The bidder must have record management software and process capability of recording data scanning and archiving. The bidder must have the capability of recording data on SQC/IRDB1VI database along with data security by firewall and antivirus, specifically detailing its exact scope, technical requirements, and intended meaning.	As RMS is not required, Hence SQC/IRDB1VI is also not required for RMS purpose.


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