

REQUEST FOR EXPRESSION OF INTEREST (EOI)
PROCUREMENT, INSTALLATION, TRAINING, MAINTENANCE AND
MANAGEMENT OF HUMAN RESOURCE INFORMATION SYSTEM (HRIS)
FOR IMSF AT IISC CAMPUS, BANGALORE



EoI DOCUMENT

NO: IMSF/EOI/25-26/03 –
Procurement, Installation, Training, Maintenance and Management of Human
Resource Information System (HRIS)

Date: 14.01.2026

**Director,
IISc Medical School Foundation, Bangalore – 560012.**

1. INTRODUCTION AND OVERVIEW

The non-for-profit, multi-speciality, Bagchi-Parthasarathy Hospital being established on the Indian Institute of Science (IISc), Bengaluru campus, as part of the new Tata-IISc Medical School, while providing quality care to the society at large caters to the clinical training and clinical research of the post graduate students in the academic programme. The hospital aims to also provide advanced facilities for diagnostics, treatment and research.

- **Vision & Mission**

Driven by an innovative “bench-to-bedside” approach, the hospital serves dual purposes: world-class clinical care and frontline biomedical research. It supports a unique MD-PhD dual-degree programme that trains physician-scientists to seamlessly integrate patient care with scientific discovery

- **Rich Heritage & Scale**

Established within the century-old IISc campus, India’s premier science and engineering institution, the hospital will include approximately **832 beds**, spanning 19 major and six minor operation theatres, and a full range of diagnostic services (CT/MRI/PET-CT/SPECT-CT/Mammography/BMD/X-ray/USG)

- **Advanced Speciality Wings with Comprehensive Care and Research includes**

Oncology, Cardiology, Neurology, Paediatrics/NICU, Endocrinology, Gastroenterology, Nephrology, Urology, Dermatology, Plastic surgery, Organ transplant, Robotic surgery, Orthopaedic, Cardiology, Radiology and Emergency. It also features a bio-specimen repository and bio-bank for research, and co-located with IISc’s Centre for Brain Research for collaborative neuroscience studies

- **Tech-Driven & Digital-first**

Designed to be a **digital, “smart” hospital**, the hospital will implement advanced digital technologies, infrastructure and solutions that enhances the operational efficiency. With the integration of the electronic medical records (EMR), telemedicine capabilities (including haptics interfaces), and data-driven clinical workflows enables comprehensive clinical data management and empower all the users by providing information at their finger tips

Key differentiators on how Bagchi-Parthasarathy Hospital in Bangalore stands out include the following

Feature	Bagchi-Parthasarathy Hospital
Research-Clinical integration	Physicians trained as Researchers; Embedded Labs & programs
Funding & Specialty Wings	Corporate-backed, hi-tech NICU, Geriatrics, Orthopaedics, etc.
Scale & Non-profit status	832 beds; not-for-profit with educational mission
Smart Hospital Technology	Digital-first vision, Patient Empowerment features

2. OBJECTIVES

- To identify HRIS solutions that support comprehensive, end-to-end human resource management from recruitment to retirement, including pre recruitment identification of candidates, employee onboarding, payroll and compliance, attendance, leave, performance appraisal, training, and credentialing and post-retirement benefits.
- To evaluate system capabilities for seamless integration with biometric devices, hospital information systems (HIS), ERP platforms, and statutory compliance portals relevant to healthcare institutions.
- To explore features that enhance user accessibility and autonomy, such as employee self-service portals, mobile compatibility, real-time dashboards, and role-based access control for clinical and non-clinical staff.
- To assess the scalability, configurability, and data security features of proposed HRIS platforms, ensuring alignment with the hospital's digital strategy and long-term institutional growth.

3. PROJECT DETAILS / SCOPE OF WORK

Design: Clean, accessible, and intuitive user interface aligned with healthcare organization branding and usability standards.

Content: Structured templates and modules for all HR functions of the hospital, capable of need based upgradation.

Development: Scalable HRIS platform with CMS capabilities, multilingual support, and strong data security compliant with healthcare data protection norms.

Core Features: Role-based access for employees, HR, leadership of the organisation and other relevant stakeholders with integrated workflows for HR operations and employee engagement.

Maintenance & Support: Regular reports and updates, secure hosting, data backups, system health monitoring, and analytics setup for usage and performance.

The HRIS platform should be comprehensive, scalable, healthcare-aware, and aligned with the operational and academic functions of Bagchi-Parthasarathy Hospital. The platform should have features of interoperability and must be capable of interfacing with the hospital HIS/EMR, ERP and any other software that the organisation feels the need for.

Recruitment & Onboarding	<ul style="list-style-type: none">• End-to-end recruitment lifecycle management• Digital joining and onboarding workflows• Centralized candidate data and documentation
Core HR & Employee Lifecycle	<ul style="list-style-type: none">• Central HR database and profile management• Confirmation process tracking and workflow• Transfer, promotion, and disciplinary action logging• Succession planning and talent pipeline tracking
Attendance & Leave Management	<ul style="list-style-type: none">• Attendance tracking (manual/biometric/GPS-based)• Leave application, approvals, and balance visibility• Shift and duty roster creation with department-wise allocation
Payroll & Compliance	<ul style="list-style-type: none">• Payroll processing with full statutory compliance (ESI, PF, Gratuity, TDS, etc.)• Salary structure management, loans, advances, and overtime• Generation of payslips, forms, and reconciliation report
Performance Management	<ul style="list-style-type: none">• Configurable performance appraisal templates• Goal setting, manager feedback, and multi-rater input• Reward and recognition tracking
Learning & Development	<ul style="list-style-type: none">• Training scheduling and tracking• Integration with LMS (Learning Management System)• Automated alerts for CME, certifications, and renewal requirements
Severance of	<ul style="list-style-type: none">• Resignation

Services	<ul style="list-style-type: none"> • Retirement • Termination
Employee Self-Service (ESS) & Manager Self-Service (MSS)	<ul style="list-style-type: none"> • Employee dashboard for personal data, leave, salary, and training • Manager dashboards for team performance, attendance, and approvals • Mobile app interface for self-service and notifications
HR Helpdesk & Support	<ul style="list-style-type: none"> • Ticket-based query resolution system for HR-related issues • Role-based tracking and escalations
Reimbursements, Claims & Travel	<ul style="list-style-type: none"> • Expense submission and approval workflows • Claims tracking with policy-based validations • Travel request and booking modules
Engagement & Feedback	<ul style="list-style-type: none"> • Employee surveys with analytics dashboard • Grievance and disciplinary action workflows • Discussion forums or internal communication boards
HR Analytics & Reporting	<ul style="list-style-type: none"> • Real-time reports for all HR functions (recruitment, attrition, attendance, etc.) • MIS dashboards for HR and leadership • Export options and BI integration
Additional Functionalities	<ul style="list-style-type: none"> • Chatbot for FAQs, policy queries, and navigation support • Resource booking for meeting rooms, accommodation, etc. • Visitor and accommodation management • Integration with HIS, biometric systems, and Single Sign-On (SSO)

4. ELIGIBILITY CRITERIA

To ensure the successful procurement and implementation of the HRIS, vendors participating in this proposal process must meet the following qualification criteria:

1. The vendor must be a registered entity in India with legal entity (Company, LLP, Partnership, etc.) under applicable laws.
2. The vendor must submit valid business registration documents (Certificate of Incorporation, GST, PAN, etc.).

3. The vendor should have a minimum of 10 years of experience in implementation of Human Resource Information System (HRIS) Software in hospital or healthcare institutions
4. The vendor must have successfully completed minimum 10 projects of hospitals each comprising of 250 beds or more. Please provide details.
5. Experience in implementing HRIS for JCI/NABH/NABL accredited hospitals or healthcare facilities.
6. The vendor must be financially stable and submit audited financial statements for the past 3 years.
7. The HRIS must be interoperable with the hospital HIS/EMR, ERP and necessary software systems deployed in the hospital.
8. Valid licenses and certifications of the software as applicable.
9. The HRIS must comply with applicable regulations, including The Digital Personal Data Protection Act (DPDP) for data privacy, statutes like the Employees' Provident Funds and Miscellaneous Provisions Act (EPF Act) for social security contributions, the Minimum Wages Act and Payment of Wages Act for compensation, and the Maternity Benefit Act and Sexual Harassment of Women at Workplace Act (POSH Act) for employee benefits and safety. The software must also handle TDS (Tax Deducted at Source) calculations, adhere to state-specific Shops and Establishments Acts, and ensure proper record-keeping, reporting, and storage of employee data in compliance with these laws.
10. The vendor must maintain adequate technical and skilled manpower for the timely execution of the project.
11. Ability to provide all operation and maintenance manuals, warranty certificates, and statutory clearances at the time of project handover.
12. The vendor should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/ State Govt. (Please submit self-declaration format as per Annexure).
13. Declaration of no ongoing legal disputes that may affect project execution.
14. GST & PAN to be enclosed in the name of Firm as registered.

The Conditions of EoI are the terms under which IMSF will receive and assess Expressions of Interest (EoI). Non-compliance with these conditions may result in the EoI being disqualified without further review.

The EoI must include all relevant details and information requested in this document. **This should only include the technical bid.** Following the submission of the Expression of Interest (EoI), vendors who meet the initial requirements will be invited to submit a detailed technical and financial bid. If felt necessary, the vendor(s) may be called for a physical presentation which will serve as an opportunity for them to showcase their proposed solutions, including technical capabilities, product features, and how their offering aligns with the project's objectives. The technical bid must also demonstrate compliance with the relevant global and national industry standards. After the initial evaluation and if felt necessary, IMSF will communicate any additional specifications that need to be incorporated into the solution.

After the initial evaluation, the shortlisted vendors will be required to submit detailed technical and financial bid. The technical bid should have comprehensive information on the technology, equipment, systems, services they plan to provide and should be filled appropriately in the format which will be provided

The financial bid should outline the financial aspects of their proposals, including costs for software, installation, support, and any other related services. The final selection will be based on a combination of technical merit and cost-effectiveness to ensure the best overall solution for IMSF.

5. TIMELINES AND CONTACT DETAILS

The due date for submission of EoI is 4th February 2026, Wednesday, 5:30 pm Indian Standard Time.

Enquires, and requests for further information about this RFQ, should be directed to the Contact Officer as follows:

Contact Officer: Mrs. Dhanyasree S., Admin Executive

IISc Medical School Foundation/ Office of Admin Deans

Main Building, IISc, CV Raman Road, Bangalore – 560 012

Contact No: +91 8022933584

Email Id: office@iiscmedicalschoolfoundation.org

Annexure I: Checklist for Technical Bid to be completed and attached along with the submission

CHECKLIST FOR VENDOR BEFORE SENDING THE TECHNICAL BID		
Sl. No.	Checklist parameter	Yes/ No
1	All pages of EoI document shall be duly signed and sealed by the authorized signatory, as part of the EoI compliance, must be enclosed with the technical bid.	
2	Availability of technical proposal along with the documents mentioned in the EoI need to be provided in sealed envelope, mentioning IISc EoI reference number on the envelope (PLEASE DO NOT INCLUDE ANY COMMERCIAL DETAILS IN TECHNICAL ENVELOPE)	
3	Availability of the technical compliance table to be enclosed on the technical bid. Please provide both pdf and worksheet like excel format.	
4	Please provide both a pdf and worksheet like excel format in a pendrive inside the envelope.	
5	All the brochure and technical data sheet for the products need to be attached in the envelope as applicable.	

Annexure II
Self-Declaration Format

Ref. No.:

Date:

To:

The Director

IISc Medical School Foundation

With reference to my/our expression of interest to IISc, it is hereby declared that I/ (name of firm) was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any Government or other agency.

I/ (name of firm) also declare that there are no contractual restrictions or legal disqualifications or other obligations which will prohibit from me/us entering this bid and each and every one of the statement and particulars contained herein are correct.

Signature of the Applicant