

REQUEST FOR EXPRESSION OF INTEREST (EoI)
PROCUREMENT, INSTALLATION, TRAINING, MAINTENANCE AND
MANAGEMENT OF HOSPITAL WEBSITE
FOR IMSF AT IISC CAMPUS, BANGALORE



EoI DOCUMENT

NO: IMSF/EoI/25-26/04 –
Procurement, Installation, Training, Maintenance and Management of Website
Development

Date: 14.01.2026

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

1. INTRODUCTION AND OVERVIEW

The not-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 significantly from other hospitals of the region 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

- Design and implement a Dynamic, Interactive, Modern, Responsive, and user-friendly hospital Website and Patient Portal, Employee Portal, Provide for Single SignOn etc
- Integrate features such as Online Appointments, Doctor Profiles, Telemedicine access, Health Education resources, Patient login area, etc.

3. PROJECT DETAILS / SCOPE OF WORK

- **Design:** UI/UX compliant with Healthcare branding and accessibility standards
- **Content:** Guidance for Patient-Centric copy, blog/updates system
- **Development:** CMS integration, multilingual support, security (HIPAA-like or local regulations) Compliance with Guidelines for Indian Government Websites (GIGW 3.0) and Web Content Accessibility Guidelines (WCAG 2.1 AA)
- **Functionality:** Appointment booking, doctor directory, patient portal, contact forms, emergency information and other features
- **Maintenance / Support:** Ongoing updates, hosting, backups, analytics setup. Ensure SSL implementation and secure hosting on NIC/MeitY approved servers, if applicable.

Our vision emphasizes for a **Dynamic, Interactive, and Patient-Centric** platform. Below are the key features we wish to include:

Responsive, Mobile-First	A fully responsive, fast-loading mobile experience with clear access to urgent info like contact, hours, directions, and live chat / Chat-bot
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Interface	
Doctor Profiles and Patient Conversion Tools	<p>Detailed page with Consultant credentials, specialties, photos, ratings, and direct appointment booking. This will include the availability of the consultant, time and so on</p> <p>Tools like live chat, appointment assistants, symptom checkers, and secure forms (with disclaimer of terms and conditions)</p>
Robust Search and Navigation	<p>Prominent search bar with autocomplete & filters (e.g., symptoms, departments) similar to Mayo Clinic’s model</p> <p>Clean, minimal navigation structure with 5–6 main items and accessible CTAs: “Book Appointment,” “Patient Portal,” “Emergency” etc</p>
Virtual Tours, Geo-location and Interactive Maps with 3D / 2D Visualizations	<p>3D / 2D campus walkthroughs, from main-entrance to specific wards or labs.</p> <p>Room-by-room tours tailored to appointment types (e.g., maternity suite, ICU).</p> <p>These immersive features can reduce patient anxiety and enhance familiarity</p> <p>Enable patients to find the nearest branches, specialists, departments, parking, or emergency units using dynamic maps. Ideally, this includes filters (e.g., availability, speciality, insurance) and integration with our backend directory</p>
Patient Portal Integration & Security	<p>Easy, visible access to patient portal for records, appointments, billing. HTTPS/SSL, privacy policy, and HIPAA compliance should be integrated from the ground up</p>
Educational Content & Engagement	<p>A health blog, FAQs, multimedia content (videos, infographics).</p> <p>Discussion forums or peer support groups to foster community interaction</p>
Accessibility & Inclusive Design	<p>WCAG AA compliance: alt-text, keyboard navigation, high contrast, text resizing.</p> <p>Multilingual support to properly serve fellow community members</p>
Job & Career Portal	<p>A secure section for healthcare job listings and volunteer roles, with resume uploads and application tracking</p>
Upcoming	<p>Calendar of hospital events, webinars, health camps, trainings.</p>

Events & Training Programs	Integration with event registration and automated reminders
Podcasts & Marketing Broadcasts	Embedded podcasts from hospital experts. Marketing modules for announcements, wellness series, health tips.
Patient Feedback & “Customer Voice”	Feedback forms, ratings, testimonials. “Voice of the Patient” highlight section for stories and improvements.
Online Appointment Booking + Payment	Real-time booking: view available slots, book, reschedule, cancel. Secure online payment gateway—integrated with confirmation and calendar sync
Intelligent Chat-bot Assistant	24/7 AI chat-bot for symptom triage, FAQs, appointment booking, payment links, reminders. Integrates with EHR/HIS to pull patient info, confirm appointments, process payments, deliver feedback requests.
Single SignOn	Single Interface for all users (vendors/ Doctors/ Patients/ Other Stake holders).
Advanced Search Engine	Multi-Tier search options including Concocted Search
Banner for Special Observance Day	Choose a favourite slogan(s) or mix headline & subtext as needed. Have a creative with a short informative video from the Consultant of the designated Department of the day observed
Social Media Handles	Landing page can present social media links that are visible, engaging, and aligned with the Hospital without distracting from more critical functions like appointment booking, contact details and other information.

4. ELIGIBILITY CRITERIA

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

Technical Specification:

Registration:

- The Website Development firm or the web designers in the firm should be legally registered entity in India with legal entity (Company, LLP, Partnership, etc.) under applicable laws.
- Must submit valid business registration documents (Certificate of Incorporation, GST, PAN, etc.).

Experience: The firm should have

- Website designing and hosting for a minimum of 5+ years for Super speciality healthcare organisation
- Experience with Healthcare service Integrations (EMR, Payment Gateways, SMS/OTP, WhatsApp etc)
- Compliance with Data Protection regulations
- Preferable Local support presence in [Bangalore], India
- List of Hospital websites done in India to be provided.

All client details for reference / validation and verification (except the commercial contract) need to be submitted (specifically for Healthcare and Hospital Website)

Declaration for Transparency: Applicant 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), including blacklisting etc.

Declaration of any on-going legal disputes that may affect project execution.

Data Ownership & Confidentiality: All data, designs, content, and source code developed under this project will be the exclusive intellectual property of IMSF. The selected firm will be required to sign a confidentiality agreement ensuring data security and non-disclosure.

Relevant Experience

- Minimum 5 years of experience in website design and development.
- Proven experience in developing websites for hospitals, healthcare institutions, or similar sectors.

- Must provide URLs and documentation of at least 3 similar projects completed in the last 5 years.

Technical Expertise

- Proficiency in modern web development tools and technologies.
- Experience in implementing responsive design, mobile optimization, accessibility standards (WCAG), and CMS platforms.
- Preferred experience in integrating hospital-specific functionalities (appointment booking, doctor search, patient portals, etc.) is highly desirable.

Content Management System (CMS) Capability

- Capability to develop and implement a user-friendly CMS that allows hospital staff to manage content without technical support.
- Experience with popular CMS platforms

Design and UX/UI Capabilities

Compliance and Security Standards

- Familiarity with and adherence to applicable data privacy and security standards (e.g., HIPAA, GDPR, SSL, DPDP, WCAG 2.1).

Team Composition

- Must have an in-house team or verified network of professionals including web developers, designers, testers, and project managers.

Financial Capability

- The vendor must be financially stable and submit audited financial statements for the past 3 years.
- No history of bankruptcy or financial insolvency.

Client References

- Provide references and contact details of at least 5 previous clients for similar web development projects.
- References should be willing to provide performance feedback upon request.

Support and Maintenance

- Ability to provide on-going technical support and maintenance post-launch for a defined period.
- Must outline Service Level Agreements (SLAs) and response timelines.

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 our Expression of Interest to IISc, it is hereby declared that IMSF was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any Government or other agency.

IMSF also declares that there are no contractual restrictions or legal disqualifications or other obligations which will prohibit from us entering this bid and each and every one of the statement and particulars contained herein are correct.

Signature of the Applicant