

**REQUEST FOR EXPRESSION OF INTEREST (EoI)
SUPPLY, INSTALLATION, TRAINING, COMMISSIONING, OF PHARMACY
AUTOMATION SOLUTION FOR IMSF AT IISc CAMPUS, BANGALORE**



EOI DOCUMENT

NO: IMSF/EoI/26-27/07 SUPPLY, INSTALLATION, TESTING, COMMISSIONING AND USER TRAINING FOR PHARMACY AUTOMATION SOLUTION-04-06-2026

**DIRECTOR,
IISC MEDICAL SCHOOL FOUNDATION, BANGALORE – 560012.**

The scope shall include a complete and integrated system for safe, efficient, and traceable medication management, including drug storage, automated dispensing, inventory control, prescription processing, and issue of medicines to inpatient and outpatient services. The solution shall support error reduction, improved turnaround time, and full traceability across the medication-use cycle.

The vendor shall provide equipment planning, coordinated layout drawings, utility load details, and related shop-drawing inputs required for execution and approvals, along with the supply of all medical-grade automation systems, robotic dispensing units (if applicable), automated storage and retrieval systems, barcode/RFID-based tracking solutions, and integrated Pharmacy Information System (PIS)/Hospital Information System (HIS) interfaces, including necessary hardware and software.

The vendor shall also provide environmental monitoring systems (where required), cold chain monitoring solutions, backup and data security infrastructure, and start-up consumables required for commissioning and initial operation.

The vendor shall ensure compliance with applicable regulations and standards, including the Drugs & Cosmetics Act & Rules (India), NABH guidelines, CDSCO requirements, and relevant WHO and ISO standards for pharmacy operations and medication safety.

PROJECT BRIEF:

The Proposed IMSF project is being constructed at Indian Institute of Science Campus, Bangalore - 560 012. The said Project is a combination of RCC and Steel Structure Building and it is Lower Ground + Upper Ground + Ground + 9 Storeys + Helipad. Both Lower Ground and Upper ground are in RCC - Concrete Structure, but columns and roof framing works are in Structural Steel. The project details are listed below.

- Total number of Beds: 832 Nos. (General Ward: 326 Nos, ICU/HDU: 222 Nos, Private Ward: 284 Nos)
- Daycare beds: 47 Nos
- Type of Structure: RCC + Structural Steel.
- Total site area: 14.35 Acres.
- Total built up area: 14,67,478.62 Square feet.
- Total number of basements(B): 02
- Building overall length (outer to outer): Length 239.58mtrs x Breadth 90.41 Mtrs.
- Total height of the building: 49.85 Mtrs. (Including Helipad)
- Total number of Block: 05 along with Core and Atrium areas etc., (A, B, C, D and E)
- Block A and Core areas (LGF + UGF + GF + 03 upper floors + terrace) @ Height of 17.55 Mtrs
- Block B and Core areas (LGF + UGF + GF + 09 upper floors + terrace) @ Height of 41.85 Mtrs
- Block C and Core areas (LGF + UGF + GF + 09 upper floors + terrace) @ Height of 41.85 Mtrs.
- Block D (LGF + UGF + GF + 07 upper floors + terrace) @ Height of 33.75 Mtrs
- Block E (GF + 05 upper floors + terrace) @ Height of 25.65 Mtrs.
- Atrium and Core areas.
- Lower Ground and Upper ground Parking Area – Partial areas.

At IISc Medical School Foundation, the planned infrastructure is designed to support a wide range of advanced clinical capabilities essential for patient care, teaching, and research. This comprehensive setup will facilitate the integration of cutting-edge technologies and services across various clinical areas, ensuring optimal outcomes and fostering innovation in healthcare practices.

SITE BRIEF

- Location: IISc Medical School Foundation Campus Bangalore

DESIGN FOR EQUIPMENT WORKFLOW & EQUIPMENT SUPPLY – PHARMACY AUTOMATION SOLUTION

1. Regulatory Compliance & Overall Responsibility

1. Design and planning of the pharmacy automation and workflow solution with coordinated inputs for HVAC (temperature and humidity requirements), Electrical, Structural, and ELV services related to vendor equipment and workflow requirements.
 2. Compliance with NABH, CDSCO, WHO, and applicable regulations relevant to the pharmacy automation solution.
 3. Supply, installation, testing, and commissioning of the pharmacy automation and workflow systems.
 4. Preparation of equipment and workflow drawings, utility requirements, technical documents, and validation records related to the pharmacy automation scope.
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2. Design & Engineering Deliverables

1. Detailed technical specifications and coordinated equipment layouts for pharmacy automation systems.
 2. Utility load calculations and equipment heat load data for vendor-supplied equipment.
 3. Room-wise environmental requirements related to vendor equipment and workflow.
 4. ELV integration inputs for pharmacy automation systems.
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3. HVAC & MEP Interface Inputs

1. Temperature and humidity requirements for vendor-supplied systems and as applicable for workflow.
 2. Electrical connected load, UPS, redundancy, and earthing requirements for vendor equipment.
 3. Fire and life-safety interface requirements related to equipment integration.
 4. Data and network connectivity matrix for pharmacy automation systems.
 5. Floor loading limited to equipment interface data.
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4. Equipment Planning & Supply

1. Workflow-based equipment layout for:
 - a. IP Pharmacy
 - b. OP Pharmacy
 - c. Medication Rooms
 - d. Narcotics Room

- e. OT Consumables
 - f. Cathstore
 - g. Pharmacy Areas within vendor scope
2. Submission of equipment GA drawings, utility requirements, and anchoring details.
 3. Supply of medical-grade, energy-efficient equipment suitable for 24x7 operation with real-time temperature monitoring, as applicable.
 4. Alarms, audit trails, and traceability.
 5. HIS/EMR/BMS interface readiness.
 6. Equipment labelling, safety signage, and user training.

5. Functional Space Planning

1. Inpatient Pharmacy: IP pharmacy area, refrigerator storage, and narcotics storage.
2. Outpatient Pharmacy: Pharmacy area and consumable stores.
3. Emergency Pharmacy: Pharmacy area.
4. Medication Rooms: Medication rooms available on all floors.
5. OT Narcotics Store: Narcotics drug storage in OT area.
6. Cathstore: Cathlab consumable storage area.
7. Pharmacy Store: Pharmacy area.
8. OT consumable store

6. Quality, Performance & Sustainability

1. Compliance with approved specifications, applicable codes, and GRIHA requirements where specified (if applicable).
2. Performance monitoring through KPIs, audits, statutory inspections, and compliance reviews related to the pharmacy automation scope (if applicable)

SCOPE OF WORK MATRIX				
SL. NO	GROUP	SCOPE OF WORK	RESPONSIBILITY (VENDOR/CLIENT)	REMARKS
1	CIVIL	CIVIL CONSTRUCTION	CLIENT SCOPE	
2		PLAIN CEMENT CONCRETE	CLIENT SCOPE	
3		FLOOR & WALL TILES	CLIENT SCOPE	

5		GLASS/GYPSUM/WOODEN PARTITION	VENDOR SCOPE	PHARMACY AUTOMATION RELATED GLASS/GYPSUM/WOODEN PARTITION FOR THE PHARMACY COUNTER (AS APPLICABLE).
6		WALL PANELLING	CLIENT SCOPE	
7		OUTER GLAZING WORK	CLIENT SCOPE	
8		OUTER WALLS WITH PLASTERING AND PAINTING	CLIENT SCOPE	
9		PAINTING	CLIENT SCOPE	
10		WINDOWS	CLIENT SCOPE	
11		DOORS	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.
12		CEILING	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.
13	ELECTRICAL	POWER, LIGHTING & EARTHING	CLIENT SCOPE	
14	PLUMBING	PLUMBING WORK (SUPPLY, DISTRIBUTION & DRAIN)	CLIENT SCOPE	
15	HVAC	TEMPERATURE AND HUMIDITY	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.
17	MGPS	GAS WORK	CLIENT SCOPE	

18	ELV	NETWORKING AND DATA BOARDS	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.
20		CCTV FOR CENTRAL MONITORING	CLIENT SCOPE	
		CCTV FOR WORKFLOW	VENDOR SCOPE	PHARMACY AUTOMATION RELATED WORKFLOW CAMERA (AS APPLICABLE).
22		INTERNET CONNECTION	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.
23	FIRE	FIRE DETECTION SYSTEM	CLIENT SCOPE	
24		FIRE SUPPRESSION SYSTEM (WATER BASED)	CLIENT SCOPE	
25		FIRE SUPPRESSION SYSTEM (GAS BASED)	CLIENT SCOPE	
26	INTERIOR	FIXED FURNITURE (CUPBOARDS, ETC.)	VENDOR SCOPE	AUTOMATED TYPE FURNITURES FOR THE PHARMACY SOLUTION (AS APPLICABLE).
27		LOOSE FURNITURE	VENDOR SCOPE	AUTOMATED TYPE FURNITURES FOR THE PHARMACY SOLUTION (AS APPLICABLE).
28		SIGNAGE	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.
29		WORKFLOW ITEMS	CLIENT SCOPE	PROVIDING NECESSARY TECHNICAL INPUT FOR EXECUTION BY CLIENT'S ONBOARD CONTRACTOR.

30	OTHERS	PNEUMATIC CHUTE WORK	CLIENT SCOPE	
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PHARMACY AUTOMATION SOLUTION AREAS

IP PHARMACY (BULK)								
SI.NO.	FLOOR	DEPARTMENT	ROOM TYPE	VENDOR PHARMACY AUTOMATION SOLUTION	CONFIGURATION FOR THE SOLUTION WITH QUANTITY DETAILS	M A K E	M O D E L	TECHNICAL SPECIFICATION OFFERED AND UNIQUE FEATURES
1	LOWER GROUND	IP PHARMACY	IP PHARMACY					
2	LOWER GROUND	IP PHARMACY	REFRIGERATOR STORAGE					
3	LOWER GROUND	IP PHARMACY	NARCOTICS STORAGE					
4	LOWER GROUND	IP PHARMACY	GARBAGE STORAGE BOX					
5	LOWER GROUND	IP PHARMACY	EXPIRED ITEM ROOM					

OP PHARMACY

SI.NO	FLOOR	DEPARTMENT	ROOM TYPE	VENDOR PHARMACY AUTOMATION SOLUTION	CONFIGURATION FOR THE SOLUTION WITH QUANTITY DETAILS	M A K E	M O D E L	TECHNICAL SPECIFICATION OFFERED AND UNIQUE FEATURES
1	GROUND	OP PHARMACY	OP PHARMACY					
2	GROUND	OP PHARMACY	CONSUMABLE STORES					

OTHER PHARMACY FUTURE EXPANSION								
SI.NO	FLOOR	DEPARTMENT	ROOM TYPE	VENDOR PHARMACY AUTOMATION SOLUTION	CONFIGURATION FOR THE SOLUTION WITH QUANTITY DETAILS	M A K E	M O D E L	TECHNICAL SPECIFICATION OFFERED AND UNIQUE FEATURES
1	GROUND	EMERGENCY PHARMACY	EMERGENCY PHARMACY					
2	FIFTH	IP PHARMACY	IP PHARMACY STORES					

POINT OF CARE								
SI.NO	FLOOR	DEPARTMENT	ROOM TYPE	VENDOR PHARMACY AUTOMATION SOLUTION	CONFIGURATION FOR THE SOLUTION WITH QUANTITY DETAILS	M A K E	M O D E L	TECHNICAL SPECIFICATION OFFERED AND UNIQUE FEATURES
1	GROUND	MEDICAL DAY CARE 7 BEDS	MEDICATION ROOM					
2	GROUND	SURGICAL DAY CARE 11 BEDS	MEDICATION ROOM					
3	GROUND	PRE POST - OP 6 BEDS	MEDICATION ROOM					

4	FIRST	PRE - OP 9 BEDS	CU/LINEN/MEDICATION ROOM					
5	FIRST	OT CONSUMABLE STORE	OT CONSUMABLE STORE					
6	FIRST	NARCOTIC DRUGS IN OT CONSUMABLE STORE	NARCORTICS DRUGS					
7	FIRST	SICU 9 + 9 BEDS	MEDICATION ROOM					
8	FIRST	CATH STORE	CATH STORE					
9	FIRST	PRE / POST ANGIO - 08 BEDS	MEDICATION ROOM					
10	FIRST	POST OP 12 BEDS	MEDICATION ROOM					
11	FIRST	CTVS 9 BEDS	MEDICATION ROOM					
12	FIRST	CCU 13 BEDS	MEDICATION ROOM					
13	FIRST	SICU 05 BEDS & TRANSPLANT ICU 04 BEDS	MEDICATION ROOM					
14	FIRST	TRANSPLANT ICU 03 BEDS	MEDICATION ROOM					
15	SECOND	MEDICAL ICU - 10 BEDS & RESPIRATORY ICU 10 BEDS	MEDICATION ROOM					
16	SECOND	MEDICAL ICU 19 BEDS (10+09)	MEDICATION ROOM					
17	SECOND	PEDIATRIC ICU 08 BEDS	MEDICATION ROOM					
18	SECOND	SURGICAL HDU 18 BEDS (09+09)	MEDICATION ROOM					
19	SECOND	NICU 20 (10+10)	MEDICATION ROOM					
20	SECOND	OBS ICU/LABOUR ICU	MEDICATION ROOM					
21	THIRD	MEDICAL HDU 21 BEDS (10+11)	MEDICATION ROOM					

22	THIRD	MEDICAL HDU 09 BEDS	MEDICATION ROOM					
23	THIRD	SURGICAL HDU 21 BEDS (10 + 11)	MEDICATION ROOM					
24	THIRD	RHEMATOLOG Y WARDS 20 BEDS	MEDICATION ROOM					
25	THIRD	BONE MARROW TRANSPLANT	MEDICATION ROOM					
26	THIRD	NEUROLOGY 20 BEDS	MEDICATION ROOM					
27	THIRD	NEUROSURGE RY 20 BEDS	MEDICATION ROOM					
28	THIRD	CARDIALOLOGY - 20 BEDS	MEDICATION ROOM					
29	FOURTH	PRESIDENTIAL SUIT - 01 BED SUITE ROOMS - 09 BEDS	MEDICATION ROOM					
30	FOURTH	SINGLE DULEX 7 BEDS	MEDICATION ROOM					
31	FOURTH	UROLOGY - 20 BEDS WARD	MEDICATION ROOM					
32	FOURTH	NEPHROLOGY - 20 BEDS WARD	MEDICATION ROOM					
33	FOURTH	SURGICAL ONCOLOGY- 20 BEDS WARD	MEDICATION ROOM					
34	FOURTH	MEDICAL ONCOLOGY 20 BEDS WARD	MEDICATION ROOM					
35	FOURTH	DIALYSIS 20 BEDS	MEDICATION ROOM					
36	FIFTH	SINGLE DULEX ROOM 17 BEDS & SINGLE DULEX ROOMS 8 BEDS	MEDICATION ROOM					
37	FIFTH	SINGLE DULEX 7 BEDS	MEDICATION ROOM					
38	FIFTH	ORTHOPAEDI CS - 25 BEDS WARD	MEDICATION ROOM					

39	FIFTH	WARD 25 BEDS	MEDICATION ROOM					
40	FIFTH	ENDOCRINOLOGY - 20 BEDS	MEDICATION ROOM					
41	SIXTH	THREE SHARING 15 BEDS & TWIN SHARING 32 BEDS	MEDICATION ROOM					
42	SIXTH	SINGLE DULEX 6 BEDS	MEDICATION ROOM					
43	SIXTH	GENERAL SURGERY 25 BEDS WARD	MEDICATION ROOM					
44	SIXTH	GENERAL MEDICINE 25 BEDS WARD	MEDICATION ROOM					
45	SIXTH	ISOLATION WARD 5 BEDS	MEDICATION ROOM					
46	SEVENTH	THREE SHARING 15 BEDS & TWIN SHARING 32 BEDS	MEDICATION ROOM					
47	SEVENTH	THREE SHARING 12 BEDS & TWIN SHARING 4 BEDS	MEDICATION ROOM					
48	SEVENTH	TWIN SHARING 16 BEDS	MEDICATION ROOM					
49	SEVENTH	CHEMOTHERAPY	CHEMO PHARMACY					
50	SEVENTH	RESPIRATORY -15 BEDS & DERMATOLOGY -10 BEDS	MEDICATION ROOM					
51	EIGHT	THREE SHARING AND TWIN SHARING ROOMS - 46 BEDS	MEDICATION ROOM					

52	EIGHT	THREE SHARING AND TWIN SHARING ROOMS - 16 BEDS	MEDICATION ROOM					
53	EIGHT	THREE SHARING AND TWIN SHARING ROOMS - 19 BEDS	MEDICATION ROOM					
54	EIGHT	TWIN SHARING ROOMS - 16 + 16 BEDS	MEDICATION ROOM					
55	NINTH	WARDS / ICU	MEDICATION ROOM					
56	NINTH	WARDS / ICU	MEDICATION ROOM					
57	NINTH	WARDS / ICU	MEDICATION ROOM					
58	NINTH	WARDS / ICU	MEDICATION ROOM					

Note: The above list is indicative that vendors can provide recommendations based on their design input.

VENDOR QUALIFICATION CRITERIA

To ensure the successful execution of the proposed pharmacy automation solution, vendors participating in this proposal process must meet the following qualification criteria:

1. The vendor must be a legally registered entity in India with a valid GST registration.
2. The vendor must provide average annual turnover for the last 3 years.
3. Vendors must provide pharmacy automation software which should be interoperable with the hospital HIS/ EMR system.
4. The vendor must maintain adequate technical and skilled manpower for the timely execution of the project, including a dedicated project manager as required by the client.
5. Ability to provide all operation and maintenance manuals, as-built drawings, warranty certificates, and statutory clearances at the time of project handover.
6. The vendor should declare that they have not been blacklisted or debarred by any government, healthcare, or institutional body.
7. Declaration of no ongoing legal disputes that may affect project execution.

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

The Eol must include all relevant details and information requested in this document. Following the submission of the Expression of Interest (Eol), vendors who meet the initial requirements will be invited to deliver a presentation. This presentation serves as an opportunity for vendors to showcase their proposed solutions, including technical capabilities, product features, and how their offering aligns with

the project's objectives. Vendors are required to bring all their Original Equipment Manufacturer (OEM) partners to the presentation and fully demonstrate their complete potential, including all components relevant to the Eol. During the presentation, vendors should also address any questions from IMSF, clarify details of their solution, and demonstrate the suitability of their approach. If necessary, IMSF will communicate any additional specifications or OEM requirements that need to be incorporated into the solution.

After the presentation phase, Selected vendors will be required to submit detailed technical bid, including comprehensive information on the technology, systems, and services they plan to provide. The technical bid must also demonstrate compliance with the relevant global and national industry standards. If any updates or modifications are required based on discussions during the presentation, the technical bid may have to be revised as per the points raised in the discussion. Once all the technical criteria are evaluated. The vendors whose technical bid matches with the requirements of IMSF will be asked to submit the financial bid.

These financial bids should outline the financial aspects of their proposals, including costs for equipment, 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.

TIMELINES AND CONTACT DETAILS

The due date for submission of Eol is **25TH JUNE 2026, THURSDAY, 5.30PM**

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

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