



**National Health Authority (NHA)
Government of India**

Invitation for Pre-RFP Industry Consultation

For

**“RFP for Selection of Managed Cloud Services
Provider for NHA”**

Date of Publishing: 26-08-2021

Letter of Invitation

Dear Sir/Madam,

The Government of India is committed to ensuring highest possible level of health and well-being for all, through a preventive and promotional health care orientation in developmental policies and universal access to good quality health care services without anyone having to face financial hardship. To fulfill this vision, the Government of India conceptualized 'Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB PM-JAY)', a flagship initiative that attempts to move away from sectoral and segmented approach of service delivery to a comprehensive need-based healthcare service. For focused approach and effective implementation of PM-JAY, National Health Authority (NHA) was established through a cabinet decision as an attached office to Ministry of Health & Family Welfare. Additionally, a committee was constituted by the Ministry of Health and Family Welfare which recognized the need for creating a framework for the evolution of a National Digital Health Eco-system (NDHE). The same resulted into creation of a National Digital Health Blueprint (NDHB), which in addition to being an architectural vision, also provides specific guidance on its implementation. NDHB recognizes the need to establish a specialized National Digital Health Mission (NDHM) that can drive the implementation of the Blueprint and promote and facilitate the evolution of NDHE.

NHA provides overall vision and stewardship for the design, roll-out, implementation and management of PM-JAY and NDHM in alliance with state governments. Inter-alia, this includes, formulation of PM-JAY and NDHM policies, development of operational guidelines, implementation mechanisms, coordination with state governments and monitoring of PM-JAY and NDHM. Since its inception, NHA has been at the forefront for providing better services to the beneficiaries of PM-JAY using technology. In order to enable the effective, efficient and transparent service delivery under the PM-JAY and NDHM, a layer of core IT systems/ platforms was developed/ available for integration, for use by States/end users. These include-

- a) Hospital Empanelment System (HEM), -PM-JAY
- b) Beneficiary Identification System (BIS), -PM-JAY
- c) Transaction Management System (TMS) -PM-JAY
- d) Other supporting applications / components – data warehouse, MIS & analytics, fraud etc. -PM-JAY
- e) Health ID -NDHM
- f) Registries (Doctors, Hospitals etc.)- NDHM

g) EHR, EMRs etc.

The current system is operated and maintained by eco-system of service providers. Also, to implement both PM-JAY IT and NDHM, NHA envisaged a 'cloud first' approach and engaged a MeitY empaneled CSP in 2018 for hosting the PM-JAY IT and subsequently NDHM IT solutions on cloud. However, it is agreed that in today's dynamically changing scenarios every system needs upgradations to adjust to the demanding situations and greater expectations from all stakeholders. With new challenges coming up the demand for new technologies & re-engineering of the processes have emerged and thus a need to enhance the current IT infrastructure which is expected to enable NHA to provide world class services to its growing base of beneficiaries/end-users is a need of present and future. It is with this view, NHA has proposed to issue a **RFP for Selection of a Managed Cloud Services Provider** to enable NHA drive improvements used in the delivery of the services under PM-JAY and NDHM. The **CSPs empaneled by MeitY** under '**Government Community Cloud**' (GCC)/**Virtual Private Cloud (VPC)** are proposed to be eligible to participate in the RFP. To execute the same and with an endeavor to follow a consultative approach NHA has decided to hold a **pre-RFP industry consultation workshop with all MeitY Empaneled CSPs on 27th August 2021 from 01:30 noon to 02:00 P.M.** This consultation program is being organized to have a view point from stakeholders on the proposed RFP and to understand their concerns and to discuss their suggestions. We encourage your participation in this workshop. The details are as under-

- **Date: 27th August 2021**
- **Time: 01:30 PM to 02:00 PM**

Meeting Link-

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzRjMmMxMTktMWYwZi00YjBhLTgwYTItOWM5MmI5NzY4ZDZk%40thread.v2/0?context=%7b%22Tid%22%3a%22d7d07ab2-70b9-4de0-abc3-c28a1cd829f2%22%2c%22Oid%22%3a%225f145750-cf6b-47c5-aed4-85544517be55%22%7d

Please note that this consultation shall be non-competitive. Responses will not advantage or disadvantage prospective tenderers in any future stages.

Thanking you.

Yours Sincerely

National Health Authority