	Commissioner, Health Services and Mission Director, National Health Mission Public Health Department, Govt. of Maharashtra	
Tel. :– 022 – 22717500 **Fax :– 022 – 22642955** **Email :– mdnrhm.mumbai@gmail.com**		**'Arogya Bhavan', 3rd floor,** **St. George Hospital Compound,** **P D'mello Road, Fort, Mumbai 1**

NHM/Proc./   /2026/13/2/0

Date: 06 /02/2026.

To,

Sub: Invitation of quotations for "Purchase development and implementation of medical bill reimbursement system software (OMRS) for Hospital cell,DHS,Arogya Bhavan ,Mumbai."

Dear Sir/Madam,

We are here with inviting to submit your most competitive quotations for following software system for time bound settlement.

Sr. No.	Description	Qty.	Rate per pcs. In Rs.	GST	Amount	Destination
1.	Development and implementation of online medical bill reimbursement system software . (OMRS) Scope of work attach with inquiry letter.	1 No.				Hospital Cell, DHS, Arogya Bhavan, Mumbai.
	Total Amount with GST -					

1. **Bid Price:**
   a) All duties, and other levies payable by the contractor under the contract shall be included in the total price and tax should be mention further.
   b) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to the adjustment on any account.

2. Each bidder shall submit only one quotation. Bidder has to write following matter on sealed envelope **"Purchase development and implementation of medical bill reimbursement system software (OMRS) for Hospital cell,DHS,Arogya Bhavan ,Mumbai."**

3. **Validity of Quotation:**
   Quotation shall remain valid for a period of not less than 30 days after the deadline date specified for submission.

4. **Evaluation of Quotations:**
   The purchaser shall evaluate and compare the quotations determined to be substantially responsive i.e. which
   a) are properly signed.
   b) Copy of GST,Pan card, registration certificate etc. relevant documents
   C) Conform to the terms and conditions and specifications.

5. **Award of Contract:**

The purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price. The total amount quoted by the bidder will be on the basis for evaluation.

   5.1) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

   5.2) The bidder whose quotation is accepted will be notified about the award of contract by the purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.

6. **Liquidated Damages:**

Liquidity damages at the rate of 0.5% per week for the delay in services subject to maximum of 10% computed on the value of goods supplied delayed.

7. Payment will be made after acknowledgement receipt of material in good condition along with the bill.

8. You are requested to provide your offer latest by **2.00 pm hours on** 17.2.2026

9. Quotations will be open in the presence of the committee at 3.30 PM on ..17.02.2026. in the office of the Arogya Bhavan, 1st floor, St. George Hospital Compound, P.D'mello Road, Mumbai-400 001.

10. We look forward to receiving your quotations for your interest in this project.

Joint Director,
National Health Mission, Mumbai

Scope of Work: Online Medical Reimbursement System (OMRS)

Project Title: Development and Implementation of an Online Medical Reimbursement Software System for Time-Bound Settlement.

Department: Public Health Department, Maharashtra

Technology Stack: ASP.NET Core 8.0, MS SQL Server, Angular/React.

1. Project Background & Need

Currently, the Public Health Department processes medical claims manually. This leads to physical file movement delays, loss of documents, and lack of accountability. The OMRS will be a centralized, web-based platform designed to automate these processes as per the Maharashtra State Services (Medical Attendance) Rules and relevant Government Resolutions (GRs).

2. Detailed Technical Architecture

The system shall be developed using the ASP.NET Core framework, following a Clean Architecture pattern to separate business logic from the UI and Data layers.

2.1 Technology Stack Particulars

- **Web Framework:** ASP.NET Core 8.0 (Cross-platform, high performance).
- **Frontend:** Angular 16+ or React.js with Bootstrap 5 for a mobile-responsive UI.
- **Database:** MS SQL Server 2022 with T-SQL for complex stored procedures.
- **Identity Management:** ASP.NET Core Identity with JWT (JSON Web Tokens) for secure session management.
- **Workflow Engine:** Windows Workflow Foundation (WF) or a custom State-Machine logic in C#.

3. Comprehensive Functional Modules

3.1 Beneficiary Self-Service Portal

- Beneficiary Registration Page: Beneficiary Registration along with demographic details & Bank details. Approximate number of total beneficiaries in the state – 1.5 Lakh
- Claim Form (Single Page): All the treatment details including details of hospitalization, Amount Claimed, Admission type etc
- Document Vault: Encrypted storage for scanned bills, prescriptions, Discharge Summary pr any other Health Documents and "Essentiality Certificates."
- Draft Feature: Ability to save incomplete applications and resume later and submit.
- Provision of claim submission and approval based on the approved GR.
- Feature of E-Sign (Aadhar Based) for the beneficiary & the approval authorities.

3.2 Intelligent Rule & Validation Engine (The ".NET Logic Layer")

This module is the "brain" of the system, written in C# to enforce government norms:

- Automatic Ceiling Limits: Checks claims against /State-approved rate masters (e.g., if a claim increases the GR limit, the system auto-flags the excess).

- Dependency Logic: Validates if the claimant is a registered dependent as per service records.

- Time-Barred Alerts: Auto-detects if a claim is submitted beyond the 3-month/6-month window from the date of discharge.

3.3 Administrative & Multi-Level Workflow (This workflow is to & fro) – Payer side can send Inquiry back to Beneficiary

The system will mirror the departmental hierarchy:

- Level 1 (Dealing Assistant): Preliminary scrutiny of uploaded documents.

- Level 2 (Accounts Officer): Verification of financial admissibility and budget availability.

- Level 3 (Sanctioning Authority): Final approval/rejection with Digital Signature (DSC) integration.

- Push-Back Mechanism: Allows officials to return files to the employee with specific "Objection Remarks."

Note: - Rule validation and GR can be changes as per government requirement.

4. Advanced System Features

Feature	Detail
Audit Trail	A read-only log table capturing every action (Login, Approve, Modify) with User ID, Timestamp, and IP Address.
SMS/Email Alerts	Triggered via C# Background Tasks for every stage (Submission, Query, Approval, Payment).
Document Watermarking	All uploaded medical bills will be auto watermarked with the Application ID to prevent reuse in other departments.
Grievance Redressal	An integrated helpdesk module for employees to raise tickets regarding technical issues.

5. Implementation & Delivery Schedule

The project shall be completed within 8 weeks, broken down as follows:

1. Requirement Finalization (SRS): 1 Week (Detailed study of GRs and Office Workflows).

2. Development Phase: 4 Weeks (Sprints for UI, Rule Engine, and Integration).

3. Testing & Security Audit: 1 Week (Unit testing, Load testing, and STQC/CERT-In security audit).

4. UAT & Training: 1 Week (Training for 80+ Nodal Officers and User Manual distribution).

5. Go-Live: 1 Week (Pilot launch in a selected District/Directorate).

6. Service Level Agreement (SLA) & Maintenance

- Uptime: 99.5% availability hosted on the State Data Centre (SDC).

- Bug Fixes: Critical bugs (System Down) to be resolved within 4 hours.

- AMC: 3 years of Annual Maintenance Contract post-warranty, including updates for new Government Resolutions (GRs).

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7. Deliverables

- Full Source Code in C# (.NET Core).

- Database Schema and Data Dictionary.

- Functional Requirement Specification (FRS) & System Requirement Specification (SRS) documents.

- User Training Manuals (PDF) and Video Tutorials.

8. Dashboard and MIS

- Dashboards displaying number of applications received, approved, rejected, and pending

- Office-wise, month-wise, and expenditure-wise reports

- MIS reports for senior officers and decision-makers

9. User Management and Security

- Role-based access control (Approximate 100 Users) for different stakeholders

- Complete audit trail and log management

- Data security, backup, and disaster recovery mechanisms