



**Commissioner, Health Services and
Mission Director, National Health Mission**

Public Health Department, Govt. of Maharashtra



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No.: NHM/Quotation/Hospital rating portal/2026-27

Date : 02/09/2026

**Sub : Invitation of quotation for "Development, Implementation and Maintenance
of "Public Health Department Hospital Five Star Rating Portal"."**

Sealed quotations are hereby invited from reputed and experienced IT Software Development Agencies / System Integrators / Technology Service Providers for design, development, implementation, hosting/support and maintenance of the Public Health Department Hospital Five Star Rating Portal for hospitals under the Public Health Department, Government of Maharashtra.

The proposed portal shall facilitate systematic assessment and rating of hospitals on predefined parameters and provide a transparent, user-friendly and centralized digital platform for hospital performance monitoring.

1. Scope of Work- attached with this letter.

2. Eligibility Criteria

The bidder/agency should:

1. Be a legally registered entity/company/firm.
2. Have experience in **web portal/software application development and implementation**.
3. Have experience in development/implementation of Government/PSU/large institutional IT projects, preferably involving dashboards, assessment systems or hospital/healthcare applications.
4. Possess valid **GST registration** and PAN.
5. Have adequate technical manpower and infrastructure to undertake the work.
6. Not have been blacklisted/debarred by any Central/State Government Department, Government organization or PSU.

3. Documents to be submitted

The quotation shall be accompanied by:

- Registration/Incorporation Certificate.
- PAN Card.
- GST Registration Certificate.
- Copies of relevant work orders/completion certificates.
- Technical proposal/work plan.
- Financial quotation.
- Declaration regarding non-blacklisting.

4. Financial Quotation

The bidder shall quote the rates in the prescribed format, clearly indicating:

Sr. No.	Particulars	Amount (Rs.)
1	Requirement Analysis, Design & Development of Portal	
2	Five Star Rating & Assessment Module	
3	Dashboard, MIS & Reports	
4	Implementation, Testing & Deployment	
5	Training & Handholding	
6	Hosting/Technical Support, if applicable	
7	Annual Maintenance & Technical Support	
Subtotal		
GST		
Grand Total including GST		

The quoted rates shall be inclusive of all applicable charges, duties, taxes, manpower, development, implementation and other incidental expenses, except GST, which shall be shown separately.

5. Contract Period

The initial contract period shall be **1 years** from the date of issuance of Work Order/Agreement. The maintenance period shall be as specified in the Work Order/Agreement.

6. Important Conditions

1. The Department reserves the right to accept or reject any or all quotations without assigning any reason.
2. The lowest financial quotation shall not automatically confer the right for award of work.
3. The Department may evaluate the quotation on the basis of technical capability, experience, proposed methodology, functionality and financial quotation.
4. The agency shall maintain confidentiality of all departmental information and data.
5. The agency shall provide adequate technical support during the entire contract period.
6. The final scope, rating parameters, number of hospitals, hosting requirements, SLA and payment terms shall be finalized by the Department before/at the time of award of work.
7. Any additional functionality shall be undertaken only with prior written approval of the competent authority.
8. The total expenditure shall be restricted to the **approved budgetary provision** and applicable financial rules/orders of the Government.
9. The work shall be carried out strictly as per directions of the Public Health Department/National Health Mission.

7. Submission of Quotation

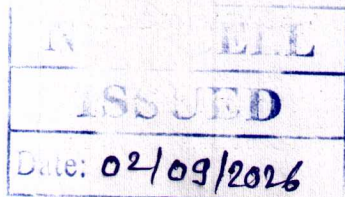
Interested eligible agencies may submit their **Technical and Financial Quotation** in sealed cover superscribed:

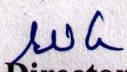
“QUOTATION FOR DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF PUBLIC HEALTH DEPARTMENT HOSPITAL FIVE STAR RATING PORTAL”

8.Submission Details

You are requested to provide your offer latest by 2.00 pm hours on 09/09/2026

1. Quotations to be submitted to the office of State Health Society Maharashtra, Arogya Bhavan, 2nd floor, St. George Hospital Compound, P.D'mello Road, Mumbai-400 001.
2. Quotations will be open in the presence of the committee at 3.30 PM on 09/09/2026 in the office of the Arogya Bhavan, 1st floor, St. George Hospital Compound, P.D'mello Road, Mumbai-400 001.
3. We look forward to receiving your quotations for your interest in this project.




Joint Director (T)
National Health Mission, Mumbai.

SCOPE OF WORK

Development, Implementation and Maintenance of Public Health Department Hospital Five-Star Rating Portal

1. Background

The Public Health Department, Government of Maharashtra intends to develop a web-based Hospital Five-Star Rating Portal for systematic assessment, monitoring and rating of Government Hospitals under the Department.

The proposed system shall facilitate online collection of hospital information, assessment against predefined parameters, scoring, verification, approval and generation of 1 to 5 Star Ratings. The approved rating and relevant hospital information shall also be made available to citizens through a separate public-facing portal.

The system shall provide a centralized platform for monitoring hospital performance at Hospital, District, Divisional and State levels.

2. Objective of the Project

To digitally assess Government Hospitals based on predefined and approved parameters.

To provide an objective and transparent 1 to 5 Star Rating mechanism.

To capture and maintain hospital-wise information regarding infrastructure, manpower, services, facilities and other assessment parameters.

To enable verification, review and approval of assessments through a defined workflow.

To provide State, Divisional, District and Hospital-level dashboards.

To identify gaps and areas requiring improvement in hospital services.

To provide citizens with approved hospital information and Star Rating through a public portal.

To generate analytical and comparative reports for effective monitoring and decision-making.

3. Scope of Work

The selected agency/development partner shall undertake the complete design, development, testing, deployment and initial technical support of the portal.

3.1 Hospital Master & Registration Module

- Unique Hospital ID; Hospital name; Hospital type/category; Complete address; District and Division; Administrative hierarchy; Hospital contact details; sanctioned and functional beds; departments/specialties; medical and diagnostic facilities; equipment; manpower; and other relevant infrastructure and service details.

The system shall allow authorized users to update hospital master information with appropriate approval and audit trail.

3.2 User & Role Management Module

Role-based access shall be provided for State Level, Divisional Level, District Level, Hospital Level, Assessment/Inspection Team, Verification Authority, Approval Authority and System Administrator.

Features shall include user creation and management, role assignment, District/Division/Hospital mapping, activation/deactivation, password management, access control, login history and user activity logs.

3.3 Online Assessment Module

The system shall provide an online assessment questionnaire for evaluating Government Hospitals.

Assessment parameters may include infrastructure and facilities, cleanliness and sanitation, availability of medicines, medical equipment, human resources, medical services, diagnostic services, emergency services, patient care, infection prevention and

control, biomedical waste management, patient safety, records and documentation, patient/citizen satisfaction and other parameters approved by the Department.

Assessment shall support parameter-wise questions, multiple question types, Yes/No responses, numeric and percentage values, multiple-choice questions, remarks, evidence/document upload, photograph upload, mandatory/optional questions and parameter-wise marks.

3.4 Scoring & Five-Star Rating Module

The system shall provide a configurable scoring engine for calculating the hospital's overall assessment score.

Features shall include parameter-wise marks, weightage-based scoring, automatic total and percentage calculation, minimum qualifying criteria, configurable Star Rating criteria, automatic generation of 1-Star to 5-Star ratings, rating history, previous versus current rating comparison and identification of improvement/decline.

The final rating shall be generated only after completion of the prescribed verification and approval process.

3.5 Evidence & Document Upload Module

Facility for uploading photographs, certificates, inspection documents, reports, facility/equipment photographs and other supporting documents.

The system shall maintain assessment-wise evidence and restrict access to authorized users, with appropriate file type and file-size restrictions.

3.6 Assessment Workflow Module

- Workflow: Data Entry → Assessment → Submission → Verification → Review → Approval → Rating Publication.

Workflow shall support assignment, submission, forwarding, verification, return for correction, re-submission, approval, rejection, remarks/observations, re-assessment and complete workflow history.

3.7 Assessment/Inspection Team Module

Authorized assessment teams shall be able to view assigned hospitals, view assessment parameters, conduct online assessment, enter observations, record deficiencies, upload photographs/evidence, enter recommendations and submit assessment reports.

The system shall maintain assessment team-wise activity and assessment history.

4. Dashboard & Monitoring

State-level dashboard shall display total hospitals, assessed hospitals, pending assessments, approved assessments, 1 to 5 Star-rated hospitals, district-wise performance, division-wise performance, parameter-wise performance, top/bottom performing hospitals and improvement/decline trends.

Divisional dashboard shall provide division-wise hospital status, district-wise rating, assessment status, pending assessments and performance comparison.

District dashboard shall provide hospital-wise assessment status, hospital-wise Star Rating, parameter-wise performance, pending actions and improvement areas.

Hospital dashboard shall provide current rating, previous rating, assessment score, parameter-wise score, deficiencies/gaps, recommendations and assessment history.

5. Public Portal

A separate citizen-facing public portal shall display only approved and publishable information.

Citizens shall be able to view hospital name, address/location, contact details, hospital type, available major services, facilities, approved bed information where applicable, current Star Rating, assessment date, key performance parameters and other information approved by the Department.

6. Search & Filter Module

Search/filter shall be available by Hospital Name, District, Division, Hospital Type, Star Rating, available services and location.

7. Reports Module

Reports shall include State-level, Division-wise, District-wise, Hospital-wise, Star Rating-wise, Assessment Status, Parameter-wise Score, Comparative Performance, Previous versus Current Rating, Pending Assessment and Deficiency/Gap reports.

Reports shall be downloadable in Excel and PDF formats.

8. Notification Module

Notifications shall support assessment assignment, pending assessment, submission, verification, return for correction, re-submission, approval/rejection, rating publication and other system-generated alerts.

Email/SMS integration may be provided as per Departmental requirement and availability of approved gateways.

9. Audit Trail & Activity Logs

The system shall maintain audit trails for user login/logout, creation/modification of hospital data, assessment entry/modification, submission, verification, approval/rejection, rating changes, document uploads and administrative activities.

10. Multilingual Support

The portal shall support Marathi and English. The architecture shall allow addition of other languages in future, if required.

11. Technical Requirements

- Secure and scalable web-based application with responsive design for desktop, tablet and mobile; Role-Based Access Control; secure authentication; password policy; session management; secure database; encryption wherever required; secure file upload; backup; disaster recovery; audit logging; application monitoring; and scalable architecture.

12. Security Requirements

HTTPS/SSL, secure authentication, authorization/access control, input validation, protection against SQL Injection, XSS, CSRF and common web vulnerabilities, secure password storage, secure session management, file upload security, database security, audit logging and regular backup.

The application shall undergo Vulnerability Assessment and Penetration Testing (VAPT)/Security Audit, as applicable, before production deployment. Identified vulnerabilities shall be rectified within the agreed implementation period.

13. API & Future Integration

The application shall be API-ready for integration with existing/future Government systems including Departmental applications, Hospital Information Systems, HR/Manpower systems, Government authentication services, SMS/Email gateways, GIS/Map services, eOffice/e-Governance systems and other systems approved by the Department.

14. Hosting & Deployment

The selected agency shall support deployment on infrastructure/cloud platform approved by the Public Health Department, including application and database deployment, server configuration, domain and SSL configuration, backup configuration, production environment and testing/UAT environment wherever required.

Hosting infrastructure/cloud charges, if any, shall be considered separately unless specifically included in the approved financial proposal.

15. Testing

Functional, integration, system, User Acceptance Testing (UAT), performance, security, browser compatibility, responsive/mobile and database testing shall be conducted. All defects identified during UAT shall be rectified before Go-Live.

16. Training

Training shall be provided to designated Departmental users covering system administration, hospital data entry, assessment process, verification and approval workflow, dashboard, reports, public portal management and user management.

17. Documentation

SRS, Functional Requirement Document (where applicable), System/Technical Architecture Document, Database Design Document, User Manual, Administrator Manual, Assessment/Ratings Configuration Document, API Documentation (where applicable), Deployment Documentation, Test Reports, Security/VAPT compliance documentation, Backup and recovery procedure, and source code/technical documentation as per Departmental requirements.

18. Implementation & Go-Live

- Implementation shall follow: Requirement Finalization → UI/UX Design → Development → Testing → UAT → Security Audit/VAPT → Bug Fixing → Deployment → Training → Go-Live.

Final Go-Live shall be undertaken after approval from the designated authority of the Public Health Department.

19. Warranty & Technical Support

Post-implementation technical support shall be provided for the period specified in the work order/agreement, including bug fixing, application support, database support, technical troubleshooting, security patch support, performance support, minor configuration changes and user support.

Major changes/new functionality beyond the approved scope shall require Department approval and may be considered separately.

20. Data Ownership

All data, assessment information, hospital records, reports, documents and other information generated or stored through the portal shall remain the property of the Public Health Department, Government of Maharashtra.

The Department shall have the right to access, retrieve and use the data at any time. The selected agency shall not use, disclose, transfer or share Departmental data with any third party without prior written approval of the Department.

21. Deliverables

Requirement Study & SRS; UI/UX Design; Hospital Master Module; User & Role Management; Online Assessment Module; Scoring & Star Rating Engine; Evidence/Document Management; Assessment Workflow; Assessment/Inspection Module; State/District/Hospital Dashboards; Public Citizen Portal; Search & Filter; Reports & Analytics; Notification Module; Audit Trail; Security Implementation; API-ready Architecture; Testing & UAT; Security Audit/VAPT Support; Production Deployment; Training; User & Technical Documentation; Source Code/Technical Handover as per Department requirements; Post-Go-Live Technical Support.

22. Indicative Project Outcome

The completed system shall provide the Public Health Department with a centralized digital platform for objective assessment, monitoring, verification, approval and 1-to-5 Star Rating of Government Hospitals, along with a citizen-facing portal for publication of approved hospital information and ratings.

The system shall improve transparency, accountability, service quality, performance monitoring and citizen access to information across Government Hospitals under the Public Health Department, Government of Maharashtra.

23. Finalization of Assessment Framework

The final assessment parameters, weightages, scoring methodology, Star Rating thresholds, workflow hierarchy and information to be published on the Public Portal shall be finalized and approved by the Public Health Department before configuration and Go-Live.