

EOI No. RCIL-RB-EOI/2024/02

Dated: 19-12-2024

Expression of Interest (EOI) for Empanelment of Authorised Local e-Chemists (ALeCs) for test case Model on Dispensing Medicines to patients – at Northern Railway Central Hospital (NRCH, New Delhi)

1. Introduction

RailTel Corporation of India Limited, under the Ministry of Railways, invites **Expressions of Interest (EOI)** from experienced and qualified **Authorised Local e-Chemists (ALeCs)** for **empanelment** to provide medicine delivery services integrated with the HMIS-WCMS-IPAS ecosystem. This initiative seeks to streamline the delivery of medicines from Railway Hospitals/Units (RH/HU) to patients, ensuring efficiency, security, and compliance with regulatory standards at **Northern Railway Central Hospital (NRCH), New Delhi**.

2. Objective

The empanelment of ALeCs which required to do the following:

- Establish a panel of qualified ALeCs to meet the delivery of medicines at Home/Office or to hospitals.
- The above to be done through integration with the HMIS-IPAS-WCMS ecosystem for seamless operations. Integration will be done with CDAC (HMIS) & CRIS (IPAS-WCMS) system.
- Ensure patient satisfaction through reliable and timely delivery services.
- Enable revenue generation through token fees, push notifications, and advertisements.
- Integration with Railway HMIS Mobile app with native IOS and native SDK. Integration will be done with CDAC (HMIS) system.

3. Scope of Work

Empanelled ALeCs will be required to:

3.1 System Integration:

- Real-time integration with HMIS-IPAS-WCMS for issuing POs/Home Delivery POs, tracking deliveries, and generating automated invoices. Integration will be done with CDAC (HMIS) & CRIS (IPAS-WCMS) system.

3.2 Delivery Services:

- Offer time-bound delivery options:
 - **Express Delivery:** Within 4 hours.
 - **Normal Delivery:** 4–8 hours.
 - **Default Delivery:** 8–24 hours.

3.3 Authentication Mechanism:

- Implement three-factor authentication:
 - OTP for delivery confirmation.
 - Geo-tagged acknowledgment through HMIS.
 - Digital signature on delivery receipt.

3.4 Revenue Management:

- 3.4.1 **Facilitate** token transaction fees starting at Rs. 20 per transaction for self-purchases between UMID User ID and ALeC.. The revenue collection will be decided at the time of signing of MOU.
- 3.4.2 Monetise push notifications and ads on the HMIS platform.

3.5 Feedback and Reporting:

- 3.5.1 Implement a patient star-rating system for service feedback.
- 3.5.2 Submit detailed delivery and performance reports regularly.

3.6 Operational Conditions:

3.6.1 Space, Water, Electricity, and Broadband Internet:

- 3.6.1.1 Space for operations at Railway Hospitals/Health Units will be provided by the **concerned Zonal or Divisional Railways** as per applicable charges and policies.
- 3.6.1.2 Water, electricity, and broadband internet will also be provided at RH/HU premises or other specified locations by the **concerned Zonal or Divisional Railways**, in accordance with the **General Conditions of Contract (GCC)** for Works Contract - Railway Board letter no. 2022/CE- I/CT/GCCC-2022/Policy dated 27.04.2022, specifically:

- (a) **Clause 4.25:** Allocation of storage spaces, sheds, and covered premises.

- (b) **Clause 4.45:** Adherence to environmental requirements for operation.
- (c) **Clause 4.46:** Compliance with data protection standards.
- (d) **Clause 4.33:** Use of materials and resources provided by Railways.

3.7 Point of Supply (POS): Medicines would be dispensed by the selected ALeC (Authorised Local e-Chemist). POS by ALeC would be as per the following:

3.7.1 Medicines required at Railway Pharmacy.

3.7.2 Medicines required by the Patient (Home Delivery/ Office).

3.8 Purchase Order to be issued by Railway Pharmacist: Two types of HMIS based Purchase Order (PO) depending on the POS:

- i) PO – for Medicines required at RH/HU pharmacy.
- ii) HDPO (Home Delivery Purchase Order) – for Medicines to the Patient (Home / Office deliver).

3.9 Home Delivery (HDPO) Process Flow:

Home Delivery Process Flow									
<p>Step 1- If Patient is at RH/HU, She/he would collect whatever medicines are available across the railway pharmacy counter.</p> <p>Prescription / endorsement by Railway Doctor mandatory in HMIS eco-system for dispensing medicines.</p> <p>(Patients must have UMID card)</p>	<ul style="list-style-type: none"> For Patients who are at RH/HU, the Railway Pharmacist would issue medicines available at the counter w.r.t. Railway Doctors' prescription, but for Medicines not available, Railway Pharmacist would ask the Patient to exercise an option whether she/he would collect it at RH/HU or would take delivery at Home/ Office in 4 to 24 hours. For Patients on Chronic Medicines or patients on Tele-consultation prescription by the doctor or patients above 75 years of age having as per rules prescription by the railway doctor – such patients may exercise similar options whether patient would collect it at RH/HU or would like home delivery in 4 to 24 hours. 								
<p>Step 2- Home/Office Delivery – Patients' consent tick on HMIS.</p>	<p>Patient to give 'consent tick' on HMIS if the medicines are be delivered at Home / Office. Since the delivery is time honoured, Time slabs may be added as a 'desirable option' to patient:</p> <table border="1"> <thead> <tr> <th>Delivery*</th><th>Type of service</th></tr> </thead> <tbody> <tr> <td>Less than 4 hrs</td><td>Express Delivery</td></tr> <tr> <td>4 to 8 hrs</td><td>Normal Delivery</td></tr> <tr> <td>8 to 24 hours (default slab)</td><td>Default Delivery</td></tr> </tbody> </table>	Delivery*	Type of service	Less than 4 hrs	Express Delivery	4 to 8 hrs	Normal Delivery	8 to 24 hours (default slab)	Default Delivery
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	<p>*Delivery Charges expected to be within Rs 50 to Rs 75/- . It will be decided at the time of signing of MOU.</p>
Step 3- System (HMIS) based - HDPO issued to ALeC by the Railway Pharmacist.	<p>If 'consent tick' is "yes" on HMIS, Railway Pharmacist would issue HDPO on HMIS to ALeC.</p>
Step 4- a service link to the Patient – on HMIS– for location confirmation and for payment of Home Delivery Charges for deliveries within Delhi, NOIDA, Greater NOIDA, Ghaziabad, Faridabad, Gurugram – zones to be covered in the Test Case.	<p>ALeC would, w.r.t. HDPO, send a 'service link' to patient on HMIS.</p> <p>'Service Link' is an important part:</p> <ul style="list-style-type: none"> • Patient pays Home Delivery Charges directly to ALeC to confirm the order. • Mode of payment of Home Delivery Charges is as per ALeC and would be given in 'service link'. Refund if any would be between ALeC & patient without involving Railway liability. Technically 'service link' (and Step-2 'consent Tick') constitute legal steps of direct agreement between patient & ALeC for service rendered by ALeC. • ALeC may offer x-press delivery charges for delivery within 4 hours at a small premium over normal charge for certain locations / cases. If express delivery is not made within the 4 hours, the same charges would be refunded by ALeC to the Patient through the same service link. • Through service link, Patient would also confirm home /office location where the medicine is to be delivered by ALeC.
Step 5 - 'Track Order Status' gets enabled.	<p>ALeC confirms the order and enables track status.</p>
Step 6 - Delivery of Medicine based on 3-factor authentication	<p>ALeC delivers medicine to the patient as per HDPO. This would have 3 authentication factors –</p> <ol style="list-style-type: none"> i. Delivery OTP (ALeC) ii. Patient ticks on HMIS medicines received (with date, time, geo-tagging). iii. Signature on delivery invoice by the Patient or Patient authorised person, and ALeC uploads the same.(RailTel will facilitate with CDAC to provide this feature as a part of HMIS delivery tick itself – as an e-Invoice.) <p>[Note: Standardised format of Delivery Invoice, which may include the clause - 'Received the medicines in good</p>

	packing condition, in quantities as per HDPO and within expiry date”. ALeC’s delivery person is expected to explain this to the patient w.r.t. HDPO & prescription- to enhance patients experiential star rating.]
Step 7 - Bills submitted to Railway Pharmacist.	ALeC presents the Bill to Railway Pharmacist of Railway Hospital/Health Unit that had placed HDPO. Delivery Invoice would be the basis for submission of bill.
Step 8 - Process Completed. Payment Released.	System monitored time taken between Bills submitted till release of payments. Selected ALeC will integrate its mobile/web app with Railway HMIS–WCMS-IPAS eco-system for Bill Payments.

3.10 Patient oriented KPI for ALeC is:

KPI Score - Within the time limit desired by the patient		
Delivery	Type of service	KPI Score
Within 4 hrs	Express Delivery	100-100*(percentage of cases where item delivered later than delivery time permitted)
From 4 to 8 hrs	Normal Delivery	
From 8 to 16 hours	Default Delivery	
From 16 to 24 hours		

- 3.11** Experiential Star Rating of the service by the Patient. ALeC may be encouraged to enhance Patient’s well-being through a happy experience by virtue of explaining the prescription if requested by the Patient or Patient care-taker.
- 3.12** If the patient is not available, as per Track Status enabled at Step-5 (Point no. 3.9 above), no refund of delivery charges. If express delivery is not made within the 4 hours, the same charges would be refunded by ALeC to the Patient through the same service link as mentioned at Step 4 (Point 3.9 above).
- 3.13** Data would be analysed on a daily basis by a nominated NRCH official and by the Committee on monthly basis.
- 3.14** UMID beneficiaries would be permitted to purchase medication etc. for self-requirement using HMIS platform login ID. ALeC would display special discount for Railway UMID beneficiaries, if any.
- 3.15** Progressive – Evolutionary Model of Programme Development: The development by RailTel-CDAC-ALeC would be as a Progressive Evolutionary Model (iterative and incremental) where programme and process change / evolve as per feedback and issues faced during the Test Case period. The interface between HMIS and ALeC should be based upon standard protocol so that any future on-boarding of new ALeC is easy.
- 3.16** The Test Case is for a period of one year at NRCH and would overlap over two financial years viz. 2024-25 and 2025-26 and Procurement Scheme would be as below:

- A. In 2024-25, the Test Case would focus on Medicines where Point of Supply is Home Delivery (as opted for by a Patient).
- B. In 2025-26, the Test Case would be expanded to cover both the Points of Supply i.e. RH/HU and Home Delivery. Medicines where Point of Supply is RH/HU would be w.r.t. rationalised Indent. 'Rationalised indent' here means that some part quantity of stock medicines, as assessed for the Test Case Period, would be procured through ALeC and balance may be tendered as per usual by Indian Railways.

3.17 Selection from Empaneled ALeCs and Signing of MOU/Agreement:

After empanelment as a result of this EoI, the final selection of ALeC(s) is to be technically approved, as per extant policy, By Director /IH or Joint Director /IH and DyCMM or SMM /NRCH. The chosen ALeC(s) would during the tenure of the test case has to quote rates at par with (or below) the rates accepted by the NRCH for its Stock Medicines (referred to as Institutional Price of Indian Railways) and LP medicines. The MOU/Agreement will be signed between chosen ALeC(s), RailTel and above mentioned Stakeholders.

3.18 Training:

Provide training to RH/HU staff for order management and system integration.

3.19 Power of Attorney

- 3.19.1 ALeC may be Sole Proprietor/Firm/Company/Partnership. In support, ALeC will submit PAN/Firm Registration/CIN/Partnership deed.
- 3.19.2 Duly notarized Power of Attorney in favor of Authorized Signatory/ Board Resolution
- or
- Copy of the board Resolution certified by the Company secretary for appointing the Power of Attorney.

3.20 Region of Operation:

Operate within Delhi, NOIDA, Greater NOIDA, Ghaziabad, Faridabad, Gurugram – zones to be covered in the Test Case region during the pilot phase .

4. Eligibility Criteria - Interested ALeCs must fulfil the following criteria:

4.1 Experience:

- Play store (Android/IOS) store rating of Minimum 4 stars (****) achieved through minimum 10K reviews and have at least 10 lacs downloads. Undertaking to this effect may be submitted by the AleC.

4.2 Technical Capability:

- ALeC(s) should have a digital platform both web & mobile for ordering medicines online from licensed pharmacies. Digital IT platform should be easily integrable with the Railway HMIS & other online platforms used by Indian Railways through APIs. Undertaking to this effect may be submitted by the ALeC.
- The ALeC(s) should be having technology platform and an existing central calling system to connect with patients for order taking through social messaging app, calls and SMS. This platform should be able to integrate with HMIS of Hospital for indenting and OPD order tracking. Undertaking to this effect may be submitted by the ALeC.

4.3 Operational Readiness:

- Robust infrastructure for delivering medicines at scale. The firm has to prove that they are having appropriate infrastructure/ partnerships in National capital Region (NCR). Undertaking to this effect may be submitted by the ALeC.

4.4 Compliance:

- Valid pharmaceutical licenses, statutory compliance certificates, GST registration, and adherence to data protection laws and all other requirement for necessary for such e-chemists empanelment. Relevant valid proof/certificates and Undertaking to this effect may be submitted by the ALeC.

5. Submission Requirements

Prospective ALeCs must submit:

5.1 Technical Proposal:

- Power of Attorney as per point no. 3.19.
- Details of Past Projects of similar type (Pharmacy Management in Hospitals) and client references with copy of Purchase Order (PO)/Agreement.
- Infrastructure and delivery capabilities.
- Willingness to provide necessary API or meet any other tech requirement to integrate with HMIS to achieve the end objective as per work-flow given below:

- Workflow Integration

Step	Description
1. Medicine Ordering	Pharmacist place orders through the HMIS system.
2. Order Processing	HMIS generates a Purchase Order (PO) for the medicines. The ALeC receives the PO in real-time via the integrated system.

3. Medicine Delivery	The ALeC arranges for the medicines to be delivered to the specified location. Delivery options include: <ul style="list-style-type: none"> - Express Delivery: Within 4 hours. - Normal Delivery: 4–8 hours. - Default Delivery: 8–24 hours.
4. Delivery Confirmation	OTP - based confirmation. Geo-tagging and digital signature serve as proof of delivery.
5. Feedback Mechanism	Patients rate the delivery service via HMIS. Ratings are integrated into performance metrics.

5.2 Technical Team details and willingness to integrate their mobile and Web App with the existing Indian Railways HMIS-IPAS-WCMS System.

6. Evaluation Criteria

EOIs will be evaluated based on eligibility criteria. All who are qualify Eligibility Criteria (item 4) will be empaneled.

7. Key Features

7.1 Pilot Implementation: Initial rollout in Delhi-NCR covering Northern Region Central Hospital (NRCH).

7.2 Revenue Sharing:

- Token transaction fees and advertisement revenues will be shared among Railway, RailTel and CDAC, in equal proportion. In future, this may be decided as per the instruction of Railways.

7.3 Training:

- Empanelled ALeCs will provide comprehensive training to RH/HU staff on delivery workflows and system use.

7.4 Compliance:

- Strict adherence to pharmaceutical handling standards and government regulations.

8. Important Dates

- **Release of EOI:** 19-12-2024
- **Pre-EOI Meeting:** 30-12-2024 (Online Through VC, Link will be shared on RailTel website, <https://www.railtel.in/tenders/expression-of-interest.html>)
- **Last Date for Submission of EOI:** 10-01-2025.

9. Submission Details

Interested applicants should submit their EOI to:

Prashant Yadav
Si. DGM / RB

Contact-I

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10. Disclaimer

This EOI is for the purpose of empanelment only and does not guarantee any contract or project award. RailTel reserves the right to accept or reject any application without assigning reasons.


11. Abbreviations Used:

- (a) IPAS - Integrated Payroll and Accounting System
- (b) WCMS – Works Contract Management System
- (c) HMIS – Hospital Management Information System
- (d) RH/HU – Railway Hospital / Health Unit

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