

Ujjain Smart City Limited

Mela Office, Kothi Road, Ujjain -465010

Expression of Interest (EoI) for Smart Solutions in Health Sector

Historically rich and culturally vibrant Ujjain city is the fifth largest city of MP with in terms of population with a resident population of 5.15 Lakhs (as per census 2011) of which 264,871 were male and 250,344 were female. The city has been selected in round-2 of smart cities mission. Having multiple Civil Hospital, Polyclinic, District Hospital, Blood Banks, Civil Dispensaries and Anganwadis under the Corporation, Ujjain intends to implement one of its key initiatives in Health sector through comprehensive healthcare solutions, providing medical services to its citizens integrated with ICT interventions.

In this context, Ujjain Smart City Limited (USCL) intends to introduce new innovative approaches in Health sector with effective technology infusion. This is aimed at leveraging technological interventions in the field of medical service delivery. The major objectives are listed below:

- Creating and nurturing a common platform between patients, doctors, diagnostic centres, blood bank and chemists to provide the best possible healthcare delivery.
- Ensure availability, accessibility and affordability of services to all categories of people.
- Minimum set of diagnostics appropriate to the level of care are available to the citizens.
- Reduction in the pocket expenditure incurred by patients for diagnostics, consultation and medication.
- Taking effective health care services to the larger mass at an affordable cost.
- Converging of various government schemes to achieve this.

Ujjain Smart City Ltd (USCL) is considering the appointment of private entities to implement IT based Smart Health Solutions under Smart City initiative in an efficient and effective manner. Thus it wishes to explore various solutions, which can be implemented as part of Smart City project aiming towards providing an affordable, reliable Smart Healthcare solutions for the citizens of Ujjain. The Smart Health Mission will ensure delivery of quality health services, fulfil demands of the patients to their satisfaction and improve health indicators by setting targets and fixing time limit for the same.

Key Questions from Prospective Bidders

USCL aims to discover the best of industry practices from the potential bidders in the following topics (not limited to):

- 1. The probable model of providing free health care services in Ujjain**
- 2. Innovative solutions that can be offered-**
 - a. Implementation of Web Portals and Mobile Applications to be done using ERP or other products (open source or licensed)
 - b. Record maintenance using Electronic health record (E.H.R) system or data warehouse
 - c. Storage mechanism of data/updated in a smartphone/ smart-card/ simple QR code that can be easily and securely accessible by emergency and registered medical technicians
 - d. The typical Hardware, Software, Network and other requirements for the applications to be incorporated.
 - e. Hospital Information Management System with medical, administrative, ERP, EMR and integrated with PACS, Lab equipment at DH/ CHC/ PHC
 - f. Smart 3/4G or Wi-Fi connected buttons shall be installed to raise one press alerts identifying location as well as type of incidents such as: Code Red: Distress. These buttons shall provide a proactive security approach for Hospital Staff and Patient in distress.
 - g. Integration with One App of Ujjain (to have a single service under one application)
 - h. More opinion(s)/suggestion(s) are welcome
- 3. Possible secure ways to uniquely authenticate each person/patient and maintain the integrity and privacy of patient information-**
 - a. Secure and verifiable Patient Identity and Patient integration via Portable Medical Record in the form of a Smart Card Health ID and available on secure website for patients.
 - b. Health card linked to Aadhaar Cards
 - c. Class data privacy

4. Best Health Delivery Models incorporating below mentioned functionalities-

- a. Health Applications for follow up reminder, medicine reminder, location of nearest ASHA/ANM/ PHC/ CHC, etc.
- b. Citizens / patients should be able to search for various healthcare units in district and cities/ towns that provide specific medical care.
- c. Citizens / patients should be able to search for various diagnostic centres that provide various services in addition to Free Diagnostics Service Initiative (FDSI) under a hub-and-spoke model and also fix an appointment with them. Rate card, pre-test requirements and contact details should also be provided by diagnostic centres.
- d. Citizens / patients should be able to search for various pharmacies and their operational timings. If there are offers on any of the products that should be also detailed. 24x7 Pharmacy information should also be available. A provision can be for online shopping of medicines based on medical practitioner's prescription.
- e. Citizens / patients should be able to search for a particular physician and fix an appointment with the physician.
- f. Medical practitioners should be able to register themselves to provide consultation to patients via app or on web portal. Consultation communication can be via SMS.
- g. Probable solutions to link Healthcare insurance providers

5. Probable ICT based real time tracking and monitoring system that can be established

6. Automation techniques through which the citizens can know and benefit from various government schemes. An indicative few are listed below-

- a. Citizens / patients should be able to search for various government schemes and register themselves for those schemes.
- b. Government / or any other authorized organization should be able to communicate with the citizens about their various schemes and camps organized by them for citizens.
- c. Establish a mechanism for distribution of free medicines from Pradhan Mantri Jan Aushadhi Yojana (PMJAY) scheme of Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers to citizens / patients.

- d. Government should be able to broadcast various messages to citizen as and when required.

7. The effective KPI's for improvisation in healthcare delivery in Ujjain. The identifiers should be able to provide the City Health Profile by addressing the following concerns :-

- a. Reduction in percentage of patients affected by a particular disease over a measurable span of time.
- b. Minimizing the time taken for diagnostic report generation.
- c. Increase in the stock availability of medicines required to cure high prone diseases.
- d. Increase in the number of health application subscribers.
- e. Increase in the number of patients opting for early diagnosis.
- f. Keeping a track of age-wise subscribers, addressing teenagers, senior citizens etc.
- g. Keeping a track of frequent occurrence and re-occurrence of illnesses.
- h. Keeping a track of Social Determinants of Health (SDH) including children under nutrition, gender inequality, environmental pollution etc.

8. The manner, Healthcare System embrace the responsiveness to the general public healthcare needs in an urban scenario-

- a. Designing a dynamic Doctor Consultation platform which will provide the best personalized consultation irrespective of the medical accessibility, aiming at providing high quality instant care anytime and anywhere.
- b. Design of an efficient Diagnostic system which will result in early diagnosis, better clinical outcomes, less invasive procedures and shorter recovery times.
- c. Designing of a controlled medicine distribution system in accordance with the prescriptions made.
- d. Plan for an integrated system based on the medical data analytics of the citizens which will guide and track patients over time through a comprehensive array of health services spanning the peak time of occurrence of disease, alerting the citizens with the essential remedies and helping them with way forward.

9. Financial model of the project

Submission-

The entities are invited to submit their documents (Organization details, work experience and product offering documents)-

1. Mail Cover letter and documents to ujjainsmartcity@gmail.com **by 11th December,2017**
2. Submission of the hard copy to The CEO, Ujjain Smart City Limited **by 12th December,2017**

Demonstration / Presentation / Proof of Concept

The entities are invited to make a demonstration / presentation at the offices of Ujjain Smart City Limited. The date and time will be intimated at a later stage. Potential entities are requested to provide their preference of time, and may be provided a slot of about 1 hour.

Prospective entities are encouraged to do a proof of concept demonstration and enable various stakeholders evaluate the suitability of the product/service offering and assist the City officials in identifying appropriate solutions.

Clarifications may be sought through ujjainsmartcity@gmail.com

Ujjain Smart City Limited

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Expression of Interest

Ref: :- EoI/28

Date:- 28/11/2017

USCL desires to invite interested parties for **Expression of Interest in Health Sector** for smart projects to be implemented in Ujjain under Smart City Mission. The details can be downloaded from website of **www.mpeproc.gov.in** from 28th November, 2017 onwards.

The entities are invited to submit their documents (Organization details, work experience and product offering documents)-

1. Mail Cover letter and documents to ujjainsmartcity@gmail.com **by 11th December,2017**
2. Submission of the hard copy to The CEO, Ujjain Smart City Limited **by 12th December,2017**

The date of Presentation will be intimated later.

For more details contact:

Superintendent Engineer,

Ujjain Smart City Limited, Ujjain

Email: ujjainsmartcity@gmail.com