

JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.

(Public Sector Undertaking of the Government of Jammu and Kashmir)

Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu
Corporate Office: Corporate Office Kashmir, Near Haj House, Bcmtna (190018), Srinagar
email: gmj@kmscl@gmail.com, kmscl@kmscl.com, kmscl@kmscl.com, kmscl@kmscl.com, kmscl@kmscl.com

MINUTES OF MEETING

Subject: Meeting of the Technical Advisory/Evaluation Committee held on 05.06.2025 for the finalization of Rate Contract for the Setup, Operations, Maintenance & Management of Tele/e-ICU in GMCs on PPP Mode" uploaded vide NIT NO. JKMSCL/Tele-ICU/2025/652 dated 15.01.2025.

1. E-bid for the finalization of Rate Contract for the Setup, Operations, Maintenance & Management of Tele/e-ICU in GMCs was uploaded vide no NIT No: NIT/JKMSCL/Tele-ICU/2025/652 Dated 15.01.2025 and was opened on 23rd April 2025 at Corporate Head Office, Jammu and Srinagar at 11.00 A.M.

2. The aforesaid tender was opened in the presence of technical advisory/evaluation committee constituted for the purpose by Board of Directors, JKMSCL during 3rd board meeting for the purpose and as per the system generated report the following bidders participated :

S. No.	Name of the participant bidders
01.	M/S Springer Healthcare, System Pvt. Ltd, Haryana
02.	M/S Cloud Physician Healthcare Pvt. Ltd Karnataka (Bidder/Lead Partner)
03.	M/S Everestpro Kashmir Services Pvt. Ltd.

3. Out of the above mentioned three bidders, one bid M/S Everestpro Kashmir Services Pvt. Ltd was found invalid as the bidder has not submitted the cost of tender processing fee.

4. With reference to clause 2.1.9 Chapter II of the Standard Procurement Procedure approved during 2nd Board Meeting, it was decided by the technical advisory/evaluation committee that the Chairman, Technical Advisory/Evaluation Committee shall get the preliminary evaluation done by the sub-committee and then shall get the minor infirmities asked from the respective bidders, if any. After downloading the minor infirmities submitted by the bidders, the same shall be re-evaluated by the Sub Committees followed by technical evaluation by the technical experts and the final report shall be placed before the Technical Advisory Committee for further decisions.

5. Accordingly, committee vide Order No. 06 of JKMSCL 2025 dated 24.04.2025 was constituted to evaluate the technical bid documents. After preliminary evaluation of the bid documents, the committee recommended to get the following clarifications/documents from the bidders :

S.No.	Name of the bidders	Observations of the committee
1.	M/S Springer Healthcare, System Pvt. Ltd, Haryana	1. Satisfactory Performance/Appreciation letter from Government Institutions in any of the last three years. 2. Undertaking for the submitted MOU/Agreements as per format A duly attested by Judicial Magistrate 1st Class.
	M/S Cloud Physician	1. Submit undertaking that doctors for whom the Eusim certificate are submitted are employees of the lead partner

Healthcare Pvt. Ltd	Karnataka (Bidder/Lead Partner) M/S S R Technomed Jammu (Partners in Consortium)	of the consortium i.e Cloud Physician Healthcare Pvt. Ltd (As name of doctors for whom the certificates are submitted in are not in the list of manpower document submitted in minor infirmities. 2. Valid ISO9001: 2015 Certification for the scope of work asked in the concerned tender of Lead Partner of the consortium. 3. Undertaking by the Lead Partner for the submitted MOU/Agreements as per format Annexure A duly attested by Judicial Magistrate 1st Class.
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S No.	Name of the bidder	To Submit
1.	Springer Healthcare System Pvt. Ltd, Haryana (Bidder)	1. Latest Tax Clearance Certificate from Commercial Tax Officer of concerned circle as per clause A.2.v of Annexure B of NIT 652 of JKMSCL 2. Statement of Performance - Annexure E a. Submit Purchase Order of 2023-24 financial year b. Resubmit Annexure E with complete Order numbers & date along with the mentioned orders/agreements status whether completed or running with supported documents c. Agreement/order of District Hospital Garhiroll, Maharashtra for which the bidder has submitted appreciation letter d. Submit clear/readable copy of Gem contract from ESIC Faridabad as already submitted document is not readable (Number of ICU beds must be provided with relevant documents) 3. Statement of No. of Employee - Annexure F (Submitted document is not notarized) 4. Pre-stamp Receipt (Annexure G) Submitted 5. Acceptance Declaration- Annexure-I (Submitted document is Submitted / Submitted

	Submitted	neither on stamp paper nor notarized) 6. Details of Board of Director/ Managing Director/ CEO/ Managing Committee members. 7. Bidder should have an experience of providing training in critical care management for a minimum cumulative of 1500 Personnel for a minimum cumulative of last 03 financial years. (Submitted valid documents is only for training of 769 personals in the last three years, rest documents are without details of date of training & other details) (Clarify with all relevant documents & accordingly resubmit all documents of trainings conducted of only last three years) 8. Experience of setting up / running Tele-ICU beds with at least 01 State/ UT Govt./ Private Healthcare Institutions during the last 03 years having minimum capacity of 250 beds. The bidder should provide copy of the contract awarded/letter from the concerned Private Hospital certifying their bed capacity (Submitted documents of private institutions does not reflect the minimum 250 beds eligibility) (Clarify) 9. The bidder(s) should have experience of running Critical Care training for Doctors/Nurses with at least 4 States/ UT Govt./ Private Sector during the last 03 financial years. (Submitted eligible/valid documents are only for three states) (Resubmit for fourth state in last three years as per eligibility criteria required) 10. Training Infrastructure (Bidder has only submitted photographs of simulators) (Resubmit Declaration on letterhead along with specification of Simulator in case of in-house facility or an MoU with institution which has all these infrastructure in place) 11. Manpower: A minimum of 5 (Five) Critical Care with 4 (four) years of relevant experience in Critical Care and other specialty related capacity building. They should have completed at least one Fellowship in Critical Care Medicine (IDCCM, IFCCM, FNB), DM Critical Care Medicine	
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[illegible]

Submitted	11. Experience in operations of 100 ICU Beds with 50% in the Government Sector for a minimum cumulative of last 03 financial years for Lead partner (Submit work order/ agreements/ Appreciation letters along with the number of ICU beds operated with each order with documented evidence)	Submitted
Submitted	12. Experience of providing training in critical care management for a minimum cumulative of 1000 Personnel for a minimum cumulative of last 03 financial years for Lead partner. (Submit work order/ agreements/ Appreciation letters along with the number of personals trained with date of training with documented evidence) (Orders executed in the last three years will be considered only)	Submitted
Submitted	13. Experience of setting up / running Tele-ICU beds with at least 01 State/ UT Govt/ Private Healthcare Institutions during the last 03 years having minimum capacity of 250 beds. The bidder should provide copy of the contract awarded/letter from the concerned Private Hospital certifying their bed capacity. (Submit all relevant documents)	Submitted
Submitted	14. Experience of running Critical Care training for Doctors/Nurses with at least 4 States/ UT Govt/ Private Sector during the last 03 financial years. (Submit all relevant documents)	Submitted
Submitted	15. Training Infrastructure (Submit Declaration on letterhead along with specifications of Simulator in case of in-house facility or an MoU with institution which has all these infrastructure in place)	Submitted
Submitted	16. Manpower: A minimum of 5 (five) Critical Care with 4 (four) years of relevant experience in Critical Care building. They should have completed at least one Fellowship in Critical Care Medicine (IDCCM, IFCCM, FNB), DM Critical Care Medicine	Submitted

3.	M/S EverestPro Kashmir Services Pvt. Lid. (Bidder/ MSME)	17. Bidder should have at least two faculty members who are Certified Simulation Instructors and have completed Eusim Simulator instructor course Level-1. (Submit valid certificates) 18. Positive net worth in the last three financial years (i.e 2021-22, 2022-23 & 2023-24) (Submit certificate from statutory auditor and audited financial statements for the stated year)	Tender cannot be evaluated as bidder has not submitted Cost of Tender Processing fee	Not Recommended
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7. The bidders shortlisted for the demonstration were asked to give detailed demonstration before the committee constituted vide Order No. 17 of JKMSCL of 2025 dated 17.05.2025 enclosed with the copy of the scope of work and technical parameters as per NIT to be covered in the Presentation Demonstration.

8. Accordingly, the Presentation demonstration was convened on 23.05.2025 at 11.00 A.M at Corporate Office, Jammu/Srinagar, wherein the above mentioned bidders qualified for the presentation demonstration presented detailed presentation regarding scope of work, comprehensive plan of implementation, physical characteristics, technical specifications of the hardware & software etc.

9. Firstly, the bidder M/S Springer Healthcare, System Pvt. Ltd, Haryana presented the presentation and the following observations were noted by the technical experts :

- The firm is presently claiming for having 16 specialists on the roster with 05 set of screens catering approx. 600 patients.
- The Human resource for Spoke is currently not available with the company.
- Not complying with the Data Security as per the tender requirement viz "Health Insurance Portability and Account Act (HIPAA) - worldwide standard for storage and access to sensitive patient data. The bidder was unable to produce valid Health Insurance Portability and Accountability Act (HIPAA) certificate.
- Live demonstration with regard to the existing call centre covering infrastructure at command centre in terms of manpower, hardware/software, etc was not presented. Only photographs of the screens at command centre were shared.
- The bidder was unable to present Mobile application platform, details of access & its functionality on mobile/tablet, its availability on Android or IOS Platform.
- The bidder was unable to explain the features related to software compliance regarding speech conversion to text.
- The bidder was unable to present real time Images between hub & spokes.

Afterwards, M/S Cloud Physician Healthcare Pvt. Ltd Karnataka presented the PPT demonstration and following observations were made by the experts :

- The bidder demonstrated their action plan and the questions raised in connection to the HIPPA compliant were clarified by the bidder that they are complying the certifications.
- Regarding Mobile application platform, the company informed that they are having dedicated platform called RADAR, for both Android and IOS platforms.
- The live visuals of the command centre and real time images between hub & spokes were shown to the experts along with live dashboard for data acquisition and graphics.

10. After going through the presentation/demonstration by the bidders and conditions laid down in the technical bid, the committee recommended that before proceeding further the bidders may be asked to clarify the following points as per the requirement of tender specifications :

S. No.	Tender requirement	Clarification sought
1	The mobile and tablet application designed should have capability for nurses and GDMOs at remote ICU locations. A responsive web-based dashboard for healthcare professions.	Provide the details of the application platform (Android and IOS) with documentary proof as on date having dedicated mobile application. Provide details of access, control & functionality on mobile/tablet. Software compliance w.r.t speech conversion to text (in case of M/S Springer Healthcare, System Pvt. Ltd).
2	Data Security • End to end encryption of patient data, both at rest and in transit. • The application should have Health Insurance Portability and Account Act (HIPAA) - worldwide standard for storage and access to sensitive patient data.	Please provide valid Health Insurance Portability and Accountability Act (HIPAA) certificate as on date.
3	Data Management • The application should support ICD 10 codes for disease classifications created by the WHO	Please specify if your platform support ICD 10 codes for disease classifications created by the WHO.
4	Command Centre :	Details of the existing call centre covering infrastructure at command centre in terms of manpower, hardware/software, location details with address proof.

11. Accordingly, as per the recommendations of the technical experts, the bidders M/S Springer Healthcare, Haryana vide letter No. JKMSCL/GM(K)/2025/1244-45 dated 24.05.2025 and M/S Cloud Physician Healthcare Pvt. Ltd vide letter No. JKMSCL/GM(K)/2025/1246-47 dated 24.05.2025 were requested to reply the queries related to certifications with documentary proof as pointed out by the technical committee.

12. In response, M/S Cloud Physician vide their letter 26.05.2025 submitted that the firm is having dedicated Mobile Application called "RADAR" having built in-house for both Android and IOS platforms with the link provided as <https://apps.apple.com/in/app/cloudphysician-radar/id1538416919> (IOS Version) and <https://play.google.com/store/apps/details?>

id=com.cloudphysicianworld.radar (Android Version). Regarding Data Security, Health Insurance Portability and Accountability Act (HIPAA) certification is submitted by the firm with validity upto 06.02.2026 along with the requisite information as asked by the committee constituted for the purpose.

13. Subsequently, in response to the queries mentioned above, M/S Springer Healthcare System Pvt. Ltd also submitted that the said requirement was not mentioned in the tender document issued by JKMSCL and have conveyed that

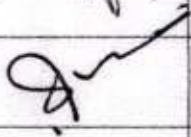
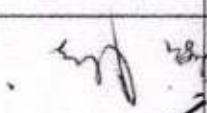
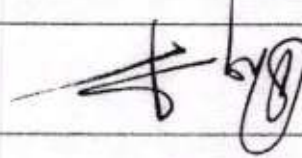
i. "we would like to confirm that our software solution has been fully developed and maintained in accordance with the principles and safeguards outlined under HIPAA. This includes the implementation of administrative, physical, and technical controls to ensure the confidentiality, integrity, and security of Protected Health Information (PHI). While HIPAA certification is not currently mandated by Indian law or by your tender specifications, we are fully prepared to share our internal data protection and privacy policy that reflects adherence to international best practices, including HIPAA standards". Further the bidder has conveyed their Features and Technology of Software is HIPAA Compliance i.e Utilization of HIPAA - compliant cloud services (AWS & MongoDB).

ii. On the perusal of the bid document uploaded on the portal, the Technical Evaluation/Advisory Committee observed that the bid document uploaded vide NIT No. JKMSCL/TeletCU/2025/652 dated 15.01.2025 clearly shows at Page No. 33 of bid document under Heading "Scope and Specification of Hardware/Software" & further under sub-heading "Data Security" regarding HIPAA reproduced as "The Application should have Health Insurance Portability and Accountability Act (HIPAA) which is a worldwide standard for storage and access to sensitive patient data" which is pre-requisite condition of the NIT.

iii. Regarding Software application, the bidder M/S Springer Healthcare System Pvt. Ltd conveyed that their software solution is fully compatible with Android and iOS platforms.

14. After going through the information provided by M/S Springer Healthcare System Pvt., it has come to the notice that the information provided by the bidder is not clearly confirming the queries as asked by the committee and is baffling the technical issues related to bid requirement. In this context, the bidder was once again given chance to clarify the issues vide this office letter No. JKMSCL/GM(K)/2025/1368-69 dated 28.05.2025 to clearly convey the issues related to Software applications, technical characteristics etc as during the demonstration, the bidder was not able to demonstrate the mobile application live (either URL for Android version / IOS version) as well as tele round features related to "Manual verification and correction feature for the text converted from the doctor's speech". It was further apprised to the Technical Evaluation Committee that the bidder was also apprised that the HIPAA is pre-requisite condition of the bid and is clearly reflected at Page No. 33 of bid document

15. In response to the queries, the bidder rather providing the related information once again affirmed that "their software solution is fully compliant with HIPAA standards", whereas as per NIT it has been clearly asked in the bid document that "The Application should have Health Insurance Portability and Accountability Act (HIPAA) which is a worldwide standard for storage and access to sensitive patient data". The Technical Evaluation Committee deliberated on the issue and recommended that the bidder is not meeting the HIPAA standard as the application provided by the bidder should have HIPAA, Health Insurance Portability and Accountability Act) as the applications deals with the data security of the patients/storage and access to sensitive patient data. The contention of the bidder, that its software solution is in accordance with principles and safeguards outlined under HIPAA can only be validated by the submission of HIPAA Certifications which it fails to do so.

S. No.	Name of the Officer	Signatures
1.	Dr. Mohd. Shafi Koka, General Manager (K)	
2	Dr. Rajes Nayib Assistant Project Engineer	
3	A. J. Helic, N.H.M, JMC	
4	M. Yamin Muskhani, APM, N.H.M, JMC	
5	Dr. Rajes Nayib Assistant Project Engineer	

The following officers attended the meeting:

S.No.	Name of the bidders participated the demonstration	Bidder Qualified by the experts	Bidder Dis-Qualified by the experts
1.	M/S Springer Healthcare, System Pvt. Ltd, Haryana M/S Cloud Physician Karnataka Pvt. Ltd M/S S R Technomed (Bidder/Lead Partner) Jamnu (Partners in Consortium) M/S S R Technomed (Bidder/Lead Partner) Karnataka Pvt. Ltd M/S Cloud Physician Karnataka Pvt. Ltd M/S Springer Healthcare, System Pvt. Ltd, Haryana	M/S Cloud Physician Karnataka Pvt. Ltd M/S S R Technomed (Bidder/Lead Partner) Karnataka Pvt. Ltd M/S S R Technomed (Partners in Consortium)	M/S Springer Healthcare, System Pvt. Ltd, Haryana

16. Accordingly, after going through the power point presentation, the replies of the queries raised by the committee constituted for the purpose and report of the IT team of JKMSCL, the technical evaluation committee recommended that the following bidder qualified/disqualified for the opening of financial bid:

(Related documents/Reply of the bidder attached as Annexure IV)

In connection to the Mobile Application, the response to the query is also not clearly illustrated regarding Mobile Application that whether the software is operable through mobile application i.e. URL for Android version and IOS version. In response, the bidder has not provided the URL of any of the secured mobile application nor provided screen shots at both Google Play Store and App Store respectively. In response, it has been conveyed that their software/application is accessible and functional via browser based or APK. The video in this connection was also provided by the bidder by using "Filmigo app" which is a video maker editing tool to make slideshow available on mobile. The reply as such received from the bidder was also scrutinized by the IT Team of JKMSCL, and came to the conclusion that the accessibility of the application as claimed by the bidder by APK (Android) is vulnerable to data security breaches and facility of integration with Google Gemini API for speech to text conversion is not available in the software of the bidder. Detailed report of the IT team of JKMSCL enclosed as Annexure III.

6	Rahul Mahajan, State A/c Manager (NUHM)	Dr. Mahan & Co. Kancho PROFESSOR ANESTHESIA SMC Jammu	Rahul Mahajan
7	Kamal Sharma		Kamal
9	Vishal Mahajan		Arshdeep
10	Ashwinder Sharma		Ashwinder
11	Karam Singh AAB		
12	Dr. Upinder Vermani & Co		Upinder

Dr. Mohd. Shafi Koka
General Manager (K) JKMSCL

Dated: 06/06/2025

No.: JKMSCL/GM/2025/1487-97.

Copy for information to the:-

1. Principal, Govt. Medical College, Srinagar (Kashmir).
2. Principal, Government Medical College, Jammu.
3. Principal, Government Dental College, Srinagar.
4. Principal, Government Dental College, Jammu.
5. Director General, Indian System of Medicines, J&K.
6. Managing Director, Jammu and Kashmir Medical Supplies Corporation Limited, Jammu.
7. Director, Health Services, Jammu.
8. Director, Health Services, Kashmir.
9. Controller, Drug & Food Control Organization, J&K.
10. F.A./Chief Accounts Officer, J&K Medical Supplies Co.

- Copy for information to the:-
1. Principal, Govt. Medical College, Srinagar (Kashmir).
 2. Principal, Government Medical College, Jammu.
 3. Principal, Government Dental College, Srinagar.
 4. Principal, Government Dental College, Jammu.
 5. Director General, Indian System of Medicines, J&K.
 6. Managing Director, Jammu and Kashmir Medical Supplies Corporation Limited, Jammu.
 7. Director, Health Services, Jammu.
 8. Director, Health Services, Kashmir.
 9. Controller, Drug & Food Control Organization, J&K.
 10. F.A./Chief Accounts Officer, J&K Medical Supplies Co.

No.: JKMSCL/GM/2025/1489-97

Dated: 06/06/2025

Dr. Mohd. Shah Koka
General Manager (K) JKMSCL

6	Rahul Mahajan, State A/c Manager (NUHM)	Dr. Mahesh Kumar Professor, JNESTHEIA Sur Jara	Kamal Sharma	Vishal Mahajan	Ashwinder Sharma	10
7			Kamal Sharma	Vishal Mahajan	Ashwinder Sharma	10
8			Kamal Sharma	Vishal Mahajan	Ashwinder Sharma	10
9			Kamal Sharma	Vishal Mahajan	Ashwinder Sharma	10
10			Kamal Sharma	Vishal Mahajan	Ashwinder Sharma	10

The attendance report for the Technical Expert for the meeting held on 05/06/2025, at 03:00 PM at the corporate office in Srinagar and Jammu respectively, in respect of Evaluation of TEC report vide No JKMSCL/Mach/2025/652, dated: 15.01.2025

S.no	Name of the Technical Experts with Designation	Signature & Mobile no.
1	Dr. Rayes Nayib, Assistant Professor	Mr. 849109494
2	Dr. J. Wells	9906103977
3	Dr. Yousuf Mawla, AM, NMM, STK	9018948862
4	Dr. Raji Ramani, Dentist	9018948862
5	Rehul Mahajan, State P/Ls Manager (NUHM)	9018948862
6	Dr. Mawla, AM, NMM, STK	9018948862
7	Dr. Anesthesis, STK	9018948862
8	Dr. Anesthesis, STK	9018948862
9	Dr. Anesthesis, STK	9018948862
10	Dr. Anesthesis, STK	9018948862

26 May 2025

To,
The Managing Director,
Jammu Kashmir Medical Supplies Corporation Ltd;
Jammu

Subject - Ref: PPT Demonstration for the "Set Up, Operations, Management & Maintenance of Tele/e. ICU In GMCs on PPP Mode" to the Technical Experts.

Sir,

We hope this letter of ours finds you in good health and spirit.

Please find the below clarifications sought by the Technical Evaluation Committee of JKMSCL from us in vide No. JKMSCL/ GM(K)/2025/1246-47 dated 24-05-2025.

1. Provide the details of the application platform (Android and iOS) with documentary proof as on date having dedicated mobile application. Provide details of access, control & functionality on mobile/ tablet.

Mobile application:

Cloudphysician Healthcare Pvt. Ltd. has a dedicated mobile application called RADAR, built in-house, for both Android and iOS platforms.

iOS Version

Link: <https://apps.apple.com/in/app/cloudphysician-radar/id1538416919>

Latest Version: 2.7.0 (Updated on February 13, 2025)

Developer: Cloudphysician Healthcare Pvt. Ltd.

Android Version

Link: <https://play.google.com/store/apps/details?id=com.cloudphysicianworld.radar>

Latest Version: 3.0.1 (Updated on April 25, 2025)

Developer: Cloudphysician Healthcare Pvt. Ltd

Screenshots of both the App Store and Google Playstore page for RADAR are attached below for reference.

Access, control & functionality on mobile/ table:

RADAR provides user-specific login credentials that are required for different users. Access and control for RADAR is strictly role-based (e.g., consultant, nurse, admin) and is demonstrated in the attached video with the email for reference (Role Based Access Video).

Our mobile application also enables the following key functionalities:

1. 24x7 Command Center Communication

2. Automated patient vitals capture
3. Clinical Documentation Access
4. End-to-end encryption of patient data, both at rest and in transit
5. Workflow Support
6. Multi-device Compatibility

2. Please provide valid Health Insurance Portability and Accountability Act (HIPAA) certificate as on date.

HIPAA certificate is enclosed herewith.

3. Please specify if your platform supports ICD 10 codes for disease classifications created by the WHO.

Yes, RADAR does support ICD-10 (International Classification of Diseases, 10th Revision) codes as part of its clinical documentation and diagnosis modules.

Attached with the email is a video demonstrating the same (ICD Codes video).

4. Details of the existing call centre covering infrastructure at command centre in terms of manpower, hardware/software, location details with address proof.

The required documents are compiled and enclosed herewith.

We are committed to develop smart and efficient solutions and set standards to improve health care.

Thanks & assure best of our co-operation all the times to come.



Anil Valecha

Authorised Signatory

Cloudphysician Healthcare Pvt Ltd



The Smart-ICU experience





Certification Partner Global
HIPAA HITECH
Omnibus Rules

CERTIFICATE OF REGISTRATION

THIS IS TO CERTIFY THAT THE
HEALTHCARE MANAGEMENT SYSTEM OF

Cloudphysician Healthcare Private Limited

7, Bellary Road,
Ganganagar, Bengaluru-560032
Karnataka, INDIA

has been assessed and registered as complying with the requirements of the
International Standard shown above for the following Goods and Services. Further
clarifications regarding the scope of this certificate and the applicability of the
requirements of

HIPAA

(Health Insurance Portability and Accountability Act of 1996)

may be obtained by consulting the certificate issuer.

**Management of Information Security related to HIPAA, HITECH,
Omnibus Rules in Provision of Medical Expertise and Medical
Management Solutions for Healthcare Organizations, Hospitals
and Individuals. This is in accordance with the Statement of
Applicability Ver 2.0 dated 02/Nov/2024.**

Tony Wilde
Group Chairman

Registration Number:
Current Registration Date:
Expiry Date:

ISMS/1/R91/2211
06/Feb/2025
06/Feb/2026



Certification Partner Global

An Australian Owned Company
License # 1150/2011 CC (previously known as ISC Global),
Level 14, Boulevard Plaza, Tower 1, Downtown Dubai, Dubai, U.A.E

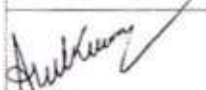
The Status and Validity of this Certificate may be verified in real time by scanning the adjacent QR Code.

This certificate is valid until the Expiry Date shown on the condition that audits are conducted each year and paid for as per the Certification Agreement. Should this condition not be met, cancellation procedures will be initiated, and the cancellation status will be revealed when the QR Code is scanned.

This Certificate remains the property of the Certificate Issuer and must be returned upon request. It must not be altered in any way. Intentional misuse of this certificate will result in cancellation without prior notification.

IT Datacenter Hub (Datacenter)	Existing Model in use at the Command Center	Other tech specs	Current qty
LL Links (HA)	LL link with WAN /28 Public IP pool Provider - FTSL & Vodafone Bandwidth - 500Mbps * 2 dedicated LL links	1) Dedicated dual fast access mile 2) Max provided with RPS 3) Dedicated ISP rack 4) Committed bandwidth 5) Managed last mile ISP router	2
WAN Switch(HA)	Model: Cisco MS210-24P-HW Qty 2 LIC-MS210-24P-3Y (enterprise license) - Qty2 MA-CBL-40G-3M Qty 2 MA-SFP-10G-SR Qty 4 SFP transceiver - all multimode OM3 - OM4 supported	1) 24x Gigabit PoE ports 2) 4x gigabit SFP slots provide high-speed connections. 3) Centralized Management 4) Static Routing 5) PoE power is up to 300 W 6) Can protect the switch from overload IP-MAC Port Binding, ACL, Port Security, DoS Defend, Storm control, DHCP Snooping, 802.1X, Radius Authentication 7) Physical stackable	2
Firewall (HA)	1) PAN-PA-1410-Palo Alto Networks PA-1410 2) PAN-PA-1410-BND-CORESEC-PA-1410 , Core Security Subscription Bundle (Advanced) Threat Prevention, Advanced URL Filtering, Advanced Wildfire, DNS Security and SD-WAN), 1 year (12 months) term 3) PAN-PA-1410-GP-PA-1410 , GlobalProtect subscription, 1 year (12 months) term 4) PAN-SVC-BKLN-1410-PA-1410 , Partner enabled premium support, 1 year (12 months) term 5) PAN-PWR-CORD-UK , Power cord for United Kingdom with IEC-60320 C13 and BS 1363UK3) cord ends, 18A, 250V max, SR MA-SFP-10G-SR Qty 4	1) 3Gbps 13M throughput 2) 11 new connections per sec. 3) 10Gbps Uplink * 2 4) Dedicated HA ports 10Gbps 5) Min two virtual system 6) 120GB Log storage	2
SOWAN VPN Router	MX250-HW - 2Qty - 3U unit LIC-MX250-SEC-3YR - 4L for HA MA-SFP-10G-SR Qty 4 SFP transceiver - all multimode OM3 - OM4 supported	Security throughput - 1.5Gbps Site to Site VPN throughput - 3.5Gbps Device limit - 2000 2x SFP+ / 10 Gigabit Ethernet ports for WAN uplink 6x SFP+ / 10 Gigabit Ethernet LAN Ports 6x SFP+ / 1 Gigabit Ethernet LAN Ports 6x RJ45 / Gigabit Ethernet LAN Ports Dedicated RJ45 mgmt interface	2
Wireless Accesspoint detailed range	Access Point CW9160-MR / Catalyst 9160 AP WLC - Inband 4*4 MIMO - 52s LIC-MR-ADV-1Y - 6s - PoE Capable, 20Watts to 30Watts consumption - 2.5Gbps ethernet uplink * 1 - Supports up to 40 users per AP - Cloud controller - Tri-Band for the 2.4 and 5GHz - Roaming aware	1) 1 Gbps /sec max rate 2) Tri-radio with security scanning 3) 4*4 MIMO 4) Adaptive radio management 5) Beamforming 6) Artificial air management 7) Cloudbased controller	2
Core/Aggregation switch Collapsible layer	1) C9300-14T-A (Catalyst 9300 24-Port data only, Network Advantage) - Qty 2 2) C9300-NW-A-24 (Catalyst 9300 Network Advantage, 24-Port License) Qty 2 3) PWR-C1-350WAC-P12 (350W AC 80+ Platinum Config 1, Secondary Supply) Qty 2 4) CAB-TA-IN (India Type A AC cable) Qty 2 5) C9300-SSD Qty 2 6) STACK-T1-50CM Qty 2 7) CAB-SFWR-30CM Qty 2 8) C9300-DNA-A24 Qty 2 9) C9300-DNA-A-24-3Y Qty 2 10) PI-LTAS-AP-1-3Y Qty 2 11) C9300-HM-RX Qty 2 12) NETWORK-PNP-LIC Qty 2 13) SFP-10G-SR-S Qty 10 14) COM-SSSAT Qty 2 15) COM-SSTCM-C93A24 Qty 2	1) 24x Gigabit Ethernet ports 2) 8x 10Gbps SFP Slots provide high-speed connections. 3) Centralized Management 4) Static Routing 5) 480 Gbps stacking bandwidth 6) 10Gbps SFP * 8 ports per switch 7) Physical stacking data cable 8) Physical stacking power	2
Access Switch(HA)	Model - MS-225-48FP-HW Licenses - MS225-ENT-3Y MA-CBL-40G-3M Qty 2 MA-SFP-10G-SR Qty 4	1) 176 Gbps switching throughput 2) 80 Gbps stack throughput 3) Four 10Gb SFP uplink interface 4) 1U Rack unit 5) Fixed internal fan 6) Stackable network - 80 Gbps 8) 10Gb - Copper interface * 48 ports	1
Computing infrastructure (HA)	HP ProLiant DL 580 G9 Server/ Intel Xeon 3.2G, 72C/144T, 64M cache, 16GB 1200 S12GB RAM 8TB/1MM / 1.2TB x 10 Nos SAS 10K RPM 12TB SAS hotplug storage 12G RAID Controller 4 x 10Gig LAN Ports, 1 x 10Gig iLO Port 2 x 10Gig SFP+ LAN Ports, 4 hot plug fully redundant power supply (N+1), 4U Rack mount server	- Dell PowerEdge R790s Server 2.5 Chassis 2.5" - 16 Hard Drives (SAS/SATA), - V1 PowerEdge R790s Motherboard with Broadcom 5720 Dual Port 10G On-Board - Intel Xeon Gold 5320T 2.3G, 30C/40T, 11.2GT/s, 30M Cache, Turbo X 2 Nos - 512GB Ram 64GB 800MM, - 32GB M10, Dual Rank, 16Gb x 8 Nos/ 1.8TB SSD SATA M.2 - Use 6Gbps 512 2.5m Hot plug AG Drive, 3 DWPD X 3 Nos/ - Dual, Hot-plug, Power Supply Redundant (2+1), 800W, Mixed Mode, NVR/Broadcom 57416 Dual Port 10GbE BASE-T Adapters, OCP NIC 3.0/Broadcom 57412 Dual Port 10GbE SFP+ Adapter, - PCIe Low Profile/BOSS-S2 controller card + with 2 M.2 240GB (RAID 1)/Dell EMC PowerEdge SFP+ S8 Optic 10GbE 850nm / - ProSupport and 9x5 Mission Critical	1
Passive Cabling	Corscope UTP Cat6 or Cat 6E, 23AWG specs ID/Jackpanel loaded with similar brand of Corscope Cabling terminations	Cat6 UTP, 23 AWG copper	1
Google meet - Anydesk	Custom domain google meet solutions (Business starter) + Anydesk license	Google Workspace Business Starter Anydesk standard license - 1Y Anydesk add-on Channel - 1Qty	NA

IT Datacenter Hub (Datacenter)	Existing Model in use at the Command Center	Other tech specs	Current qty
Datacenter Rack	Cornetop 48U Closed Rack (to accommodate network and server)	Basic Rack 1) K2U Rack Frame/800X1000/Steel/NRS/CKD/Casters Type B // Part no: NRS-42-RF-8001000-CKD-01 // Qty - 1 2) Levelers // Part no: CRA0002 // Qty - 1 3) 19" Adaptor Kit/42U/Closed/Door/100X150/2 // Part no: AK-42-CD-100150-2 // Qty - 1 4) Perforated Door/42/800/Convex/NRS // Part no: NRS-PD-42-800-C // Qty - 0 5) Perforated Door/42/800/Convex/NRS // Part no: NRS-PD-42-800-D // Qty - 0 6) Side Panels/1000/42U/Venmed/NRS // Part no: NRS-SP-42-1000-V // Qty - 2 Rack Security & Access Control System 7) Swing Handle / Mechanical Lock / Single Point / Common Key/ Die Cast Metal // Part no: RSL-001-1 8) Swing Handle / Mechanical Lock / Three Point / Common Key/ Die Cast Metal // Part no: RSL-001-3 9) Server IT Rack instant power distribution unit, 1Ph, 230V, 32A, 50/60Hz, Zero U standard with 12 X Indian Round Pin S/15A, 16A MCB X 2 Circuits- PDU Rating 7.3kVA/Bottom feed- 2M/ Black/ Inlet Plug Not Installed // Part no: PDU-V-1-IND-B13-X4-F4-20 // Qty - 1 Cable management Accessories: 10) Cable Basket/40U/100 // Part no: CB-306-42 // Qty - 2 11) Horiz. Cable Organizer/1U/ Channel On Front // Part no: HCO-1-CF // Qty - 2 Rack accessories: 12) Shelf/1000 // Part no: S-1000 // Qty - 8 13) Mounting Hardware- CR (Pack of 20) // Part no: CRA-0003 // Qty - 1 Rack Cooling: 14) ITE / Server Rack Air Circulation module/Tower Mount/300CFM // Part no: ACM-4F-TM-300CFM	1
Cloud Telephony	Tata Cloud Telephony	- Virtual Numbers - Call Forwarding & Routing - Call Recording - Mixed Call Alerts - Analytics & Reports - CRM Integration	NA
IT Command Center Desktops			
Desktops (Carecenter grade) with Accessories	Nurse station Care center & Doctor System (customized or assembled)	Nurse station Care center & Doctor System (customized or assembled) *** CPU system *** - RTX Cooler gaming cabinet, - i7-8Core, 3.2Ghz, 32GB RAM - MSI motherboard - Liquid-cooled 6 fans, Dust filter - 3.5mm Audio Jack * 3 port, USB-B * 2 port, HDMI * 4 (port) - T1009 Nvidia 4GB with 4 HDMI Output - Motherboard Inbuilt HDMI 4 port, - 2.5Gbe Ethernet, WiFi6, Bluetooth-capable - Monitor (24 Inch Monitor LG - 24GL600P) * 4 Qty *** *** Accessories *** - HDMI Cable * 4 Qty (3 feet length) - Poly 3220 Headset * 1 Qty - Logitech B525 Commercial HD Webcam * 1 Qty - Speaker eMeet Luna * 1 Qty	53
Laptop (Carecenter grade) without additional display monitor.	Lenovo L14 G4 - 21H150PM00 Lenovo Thinkpad L14 (14.0" FHD Screen / 5 / 16 GB RAM / 512 GB SSD / Windows 11 Pro / Integrated Graphics / T20 Camera / Wi-Fi 6 / Ethernet Port) 2 Monitor (24 Inch Monitor LG - 24GL600P) (or) Equivalent	1) Full HD IPS display with Resolution of 1920 x 1080 (FHD) Integrated Intel® Iris® Xe Graphics 2) Built-in Camera with a camera shutter for privacy 3) Built-in speakers 4) Built-in microphone 5) Wi-Fi: Integrated Wireless Adaptor (supports Wi-Fi 6 / 802.11ax) 6) Bluetooth: Bluetooth 5.1 7) Ethernet: 10/100/1000 Mbps (Gigabit Ethernet)	25
9.4" Alert Monitor (For Code blue and Ecall alarms)	Dell Inspiron 5410 AIO Desktop 12th Gen Intel® Core i3 12150, 8 GB, 256GB SSD, 23.8" FHD IPS Display, NO DVD, Wireless Keyboard Mouse, Camera shutter, Built-in Speaker and mic, Wireless adapter Win11, MS Office 21 (Optional), 03 Years Warranty	- i3, Intel, 2.4Ghz minimum - AIO mountable - 8GB RAM - 256GB SSD - Windows prof 11 - Inbuilt speaker - Wireless KBM - Mic, Camera shutter, - 80Y Onsite support.	4
Printer	HP Color LaserJet Pro MFP M479dw	- Print, Copy, Scan, Fax - Laser (Colour) - Ethernet and Wireless Connectivity	2
Mobile phone	Smart phone with 6 GB RAM, Samsung		3
Others			
CCTV	NVR-4-Channel Model: DS-9664NI-I16	- Up to 64 IP camera - Supports up to 16 SATA HDDs - RAID 5 Configuration	1
Biometric	Hikvision DS-K1T8003EF		8
UPS power	Eaton 93PM UPS		4
Environment controls for the hub room	Daikin 1 ton AC		2
Fiber based connectivity	Available		NA
IT SaaS like Antivirus	Microsoft Defender Antivirus		NA
Disaster recovery setup	DR setup in GCP and AWS	- Disaster Recovery (DR) solution in GCP (Google Cloud Platform) and AWS (Amazon Web Services)	NA


 Anil Valecha
 Authorized Signatory
 Cloudphysician Healthcare Pvt Ltd



Cloudphysician

Empowered Care

Existing Manpower at Cloudphysician

Roles	Headcount
Nurses	96
Intensivist	17
Specialist	23
Neonatologist	8
Registrar	15
Consultant Cardiologist	1
Consultant Haemato-oncologist	1
Consultant Infectious Diseases	1
Consultant Nephrologist	1
Emergency Medicine Consultant	1
Neuro Consultant	1
Pediatric Intensivist	1
Customer Support Team	7
Care Center Operations	1
Clinical Nutrition & Dietetics	1
Grand Total	175

Anil Valecha

Authorised Signatory

Cloudphysician Healthcare Pvt Ltd

Cloudphysician Healthcare Private Limited,

7 Bellary Road, Ganganagar, Bengaluru 560032, KA, India.

+91 80 2309 2900 . info@cloudphysician.net . cloudphysician.net . CIN: U74999KA2017PTC102283



Government of India
Form GST REG-06
[See Rule 10(1)]

Registration Certificate

Registration Number : 29AAGCC9542E1ZH

1.	Legal Name	CLOUDPHYSICIAN HEALTHCARE PRIVATE LIMITED			
2.	Trade Name, if any	CLOUDPHYSICIAN HEALTHCARE PVT LTD			
3.	Constitution of Business	Private Limited Company			
4.	Address of Principal Place of Business	2nd Floor, No 7, Bellary Road, Ganganagar, Bengaluru (Bangalore) Rural, Karnataka, 560032			
5.	Date of Liability	01/07/2017			
6.	Period of Validity	From	01/07/2017	To	NA
7.	Type of Registration	Regular			
8.	Particulars of Approving Authority				
Signature					
Signature Not Verified Digitally signed by DS GOODS AND SERVICES TAX NETWORK 1 Date: 2018.07.08 17:54:24 IST					
Name					
Designation					
Jurisdictional Office					
9.	Date of issue of Certificate	08/07/2018			
Note: The registration certificate is required to be prominently displayed at all places of business in the State.					

This is a system generated digitally signed Registration Certificate issued based on the deemed approval of application on 01/07/2017 .



GSTIN	29AAGCC9542E1ZH
Legal Name	CLOUDPHYSICIAN HEALTHCARE PRIVATE LIMITED
Trade Name, if any	CLOUDPHYSICIAN HEALTHCARE PVT LTD

Details of Additional Places of Business

Total Number of Additional Places of Business in the State	0
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GSTIN	29AAGCC9542E1ZH
Legal Name	CLOUDPHYSICIAN HEALTHCARE PRIVATE LIMITED
Trade Name, if any	CLOUDPHYSICIAN HEALTHCARE PVT LTD

Details of Managing / Whole-time Directors and Key Managerial Persons

1		Name	Dhruv Joshi
		Designation/Status	Director
		Resident of State	Karnataka
2		Name	Dileep Raman
		Designation/Status	Director
		Resident of State	Kerala
3		Name	DEEPAK JOSHI
		Designation/Status	Director
		Resident of State	Karnataka

Springer Healthcare Systems Pvt. Ltd.



SPRINGER
HEALTHCARE
WHERE EVERY LIFE COUNTS

To,
The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar

Subject: Clarification Regarding HIPAA Certification Requirement

Dear Sir,

This is in reference to the recent request for a HIPAA certificate made after our PowerPoint presentation. We would like to respectfully clarify that the said requirement was not mentioned in the original tender documentation, nor was it included in any corrigendum or addendum subsequently issued by JKMSCL.

It is important to note that **HIPAA (Health Insurance Portability and Accountability Act)** is a United States federal law applicable primarily to entities operating within the U.S. healthcare ecosystem. It is **not a mandatory compliance requirement under Indian law**. In India, the Ministry of Health & Family Welfare is in the process of implementing a domestic health data protection framework known as **DISHA (Digital Information Security in Healthcare Act)**.

That said, we would like to confirm that **our software solution has been fully developed and maintained in accordance with the principles and safeguards outlined under HIPAA**. This includes the implementation of administrative, physical, and technical controls to ensure the confidentiality, integrity, and security of Protected Health Information (PHI).

While HIPAA certification is not currently mandated by Indian law or by your tender specifications, we are fully prepared to share our internal data protection and privacy policy that reflects adherence to international best practices, including HIPAA standards.

Should the procuring authority still require formal HIPAA certification, we respectfully submit that:

- This requirement constitutes a **new condition introduced post-facto**, not part of the pre-defined evaluation criteria.
- **HIPAA certification is not issued by a single regulatory body** but is facilitated by accredited third-party compliance bodies in the United States.
- The process entails both time and cost implications, which must be duly considered before imposing such a requirement retroactively.
- We remain committed to maintaining the highest standards of data protection and are open to providing any additional documentation or clarification needed.



Warm regards,
Springer Healthcare Systems Pvt. Ltd

Copy to-
Managing Director, JKMSCL, for information
Office Copy

SPRINGER HEALTHCARE SYSTEMS PVT. LTD.

Address: D-2/14, Ground Floor, Cosmos Floors, Ardee City, Sector 52, Gurugram, Haryana- 122011

Email: info@springerhealth.in | Website: www.springerhealth.in



To,
The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar

Subject: Confirmation Regarding the Applications platform on Android and iOS

Dear Sir,

We would like to confirm that our software solution is fully compatible with Android and iOS mobile platforms.

Features and Technology of Our Software

Technology Stack

- **Frontend:** Next.js (React Framework)
- **Mobile:** React Native
- **Backend:** Python
- **Database:** MongoDB (HIPAA Compliant)
- **Hosting:** AWS server (HIPAA Compliant)

HIPAA Compliance

- Utilization of HIPAA-compliant cloud services (AWS & MongoDB)
- All sensitive health information is securely processed and stored according to HIPAA regulations

Security Architecture

- **SSL Encryption:** Enforced across all web and API traffic (HTTPS)
- **Token-Based Authentication:** JWT used for secure session handling
- **Role-Based Access Control (RBAC):** Ensures users will have access only to authorized resources

Internal Management

- No third-party vendors involved in development or infrastructure
- All systems and data are maintained exclusively by our internal team
- Secure CI/CD practices and infrastructure monitoring are in place

We remain committed to maintaining the highest standards of data protection and are open to providing any additional documentation or clarification needed.

We are also attaching a video recording of our software as a documentary proof.



Warm regards,
Springer Healthcare Systems Pvt. Ltd

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Command Center

This is to certify that **Springer Healthcare command center** is fully equipped and functional as per details given below-

Manpower status and details

➤ **Intensivist**

1. Dr. Sandeep Dewan, Managing Director & Director Critical care
2. Dr. Sunita Kaul, Co-Founder & Consultant Critical Care
3. Dr. Munish Chauhan, Consultant Critical Care
4. Dr. Madhur Arora, Consultant Critical Care
5. Dr. Rishabh Mittal, Consultant Critical Care
6. Dr. Ankit, Consultant Critical Care
7. Dr. Kuldeep, Consultant Critical Care
8. Dr. Sandeep Mangla, Consultant Critical Care
9. Dr. Samir Malik, Consultant Critical Care
10. Dr. Nikita, Consultant Critical care
11. Dr. Sachin Gokhale, Consultant Critical care
12. Dr. Arnav Benrarjee, Consultant Critical care
13. Dr. Sanjoli, Consultant Critical care
14. Dr. Nimfia, Consultant Critical care
15. Dr. Neeraj, Consultant Critical care
16. Dr. Anurag, Consultant Critical care
17. Dr. Joginder, Consultant Critical care
18. Dr. Dushyant, Consultant Critical care
19. Dr. Vineeta Verma, Consultant Critical care
20. Dr. Chetan Goyal, Consultant Critical care
21. Dr. Mehga Consul, Consultant Pediatric Critical care

➤ **Nursing Staff**

1. Ms. Babita, Nursing In charge
2. Ms. Shilpa, Nursing In Charge
3. Ms. Neomi, Nursing Officer
4. Ms. Ruchi, Nursing Officer
5. Ms. Shalini, Nursing Officer
6. Ms. Nidhika, Nursing Officer
7. Ms. Shaista, Nursing Officer
8. Ms. Ambika, Nursing Officer
9. Ms. Anju, Nursing Officer
10. Mr. Sarabjeet, Nursing Officer
11. Mr. Kamal, Nursing Officer
12. Mr. Ved Prakash, Nursing Officer
13. Mr. Khem Chand, Nursing Officer
14. Mr. Harshdeep, Nursing Officer
15. Mr. Dharmender, Nursing Officer

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16. Mr. Navneet, Nursing Officer
17. Ms. Garima, Nursing Officer
18. Mr. Ashok kumar, Nursing Officer

➤ **Admin**

1. Mr. Deepak Sanan, Finance Controller
2. Mr. Sagar Chauhan, IT Head
3. Mr. Naveen Chandra, Head Operations
4. Mr. Chitranjan Joshi, Quality Head
5. Ms. Priyanka Chauhan, HR Manager
6. Mr. Rakesh Kumar, Operations Manager
7. Sagar Valmiki, Housekeeping

IT Infrastructure at Command Center

Following IT equipment are Available in the Command Center-

Command Centre			
No of Command Centre and Working Desk	Device Name	Model Number	Serial Number
Command Center-1	CISCO	DX80	
	PC 1 HP	D3V96PA#ACJ	INA348P066
	Screen 4		
Command Center-2	CISCO	DX80	
	PC 2 HP	G0E20PA#ACJ	INA424ZPVT
	Screen 4		
Command Center-3	CISCO	MX200 G2	FTT201300E8
Command Center-4	peoplelink camera	PEP-PIS-HXP-40	HXP40200319006
	Philps Screen Camera Display		
	CPU	6ZV99F2	15229510382
	Screen 2		
Command Center-5	Peoplink camera	PEP-PIS-HX	HX201703009
	PC 3 LENOVO		
	Screen 4		
Other Working Desk for Command Centre		CRELO43FSD024 601	
	Croma		
	ACER	QG271	MMTGJSS001304006 9F85VD
	ACER	QG271	MMTGJSS001304006 A185VD
	Croma	CRSM27FMDA02 9601	
	CPU	PG01R1GK	PG01R1GK
Real Time Alerts Screen	10		

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Details of our Software

- A mobile and tablet application designed should have capability for nurses and GDMOs at remote ICU locations.



- A responsive, web-based dashboard for healthcare professionals in the command centre, facilitating patient monitoring and management and should have access to command centre.

Stakeholders

- **Medical nurses & GDMOs (Remote Locations):** Responsible for entering and updating patient data from remote locations.
- **Doctors (Command Centre):** Overseeing patient care, reviewing data, and making treatment recommendations.
- **Medical Support Staff (Command Centre):** Assisting in data verification, updating, and patient management.
- **Command Centre Operators:** Overseeing the operation of the system and ensuring smooth data flow and integration.

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Mobile and Tablet Application specifications-

User Authentication

- Secure login/logout functionality.
- Role-based access control (RBAC) to ensure patient data is accessed only by authorized personnel.

Patient PII and Vital Data Entry

- Capability to input and securely store patient Personally Identifiable Information (PII) and continuous updates of patient vitals.
- Generation of a unique identifier (UID) for each patient.
- Scalable to any no of beds



Data Uploading

- Secure uploading features for patient reports and records.
- Association of each patient's hourly vitals and ICU monitor data with their profiles.

Data Security

- End-to-end encryption of patient data, both at rest and in transit.
- The patient's data should store in the cloud server like amazon.
- The Application should have Health Insurance Portability and Accountability Act (HIPAA) which is a worldwide standard for storage and access to sensitive patient data.

Responsive Dashboard Requirements-

User Authentication

- Secure multi-user login with RBAC for different levels of command centre staff.

The Application should have capability to Data Management

- Centralized access to patient records, vitals, medical history, and treatment plans.
- Real-time data updates from the mobile application.
- Entry and visibility of patient data entered by command centre medical representatives, with functionalities for recalling previous records.
- The application should have capability to take pictures of diagnostic Image like X-ray, CT Film, MRI films and report, Lab reports and upload in the software and should have access to the command centre.

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- The application should support ICD 10 codes for disease classifications which is created by the World Health Organization and accepted & adopted by doctors worldwide

Tele-round Features

- Integration with Google's Gemini API for speech-to-text conversion.
- Voice recording for doctor's treatment recommendations with start, finish/next controls for each patient.
- Manual verification and correction feature for the text converted from the doctor's speech.

Analytics

- Optimized data storage and database management for analytics.
- Generation of reports on patient data, treatments, and outcomes to support quality improvement and research initiatives.

Internet and Networking Details

- 10 MBPS Leased Line primary and backup
- 98.9 uptime
- Fiber cable
- Dual band Router
- 16 port manageable network switch Nos 2
- Media converter

Spacing & Working Desk

- Four command center rooms
- Room Size Minimum 12*15 Sq. fit Nos 2
- Room Size Minimum 8*8 Sq. fit Nos 1
 - a. Noise Free room
 - b. Temperature Maximum 17 - 20 Degree
 - c. ECO Cancellation
- IT Room with AC for Server and Network Assets
- UPS/generator Room with Proper ventilation
- 10-12 power switch for one work station with UPS backup
- Table width 22" Length Acc. to layout

Address

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eNextICU

D 2/14, Ground Floor, Cosmos Floors, Ardee City, Sector-52, Gurgaon, Haryana-122008



Warm regards,
Springer Healthcare Systems Pvt. Ltd

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**To,
The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar**

Subject: Confirmation of ICD-10 Coding Support

We hereby confirm that our platform fully supports the International Classification of Diseases, ICD-10 coding system as developed and maintained by the World Health Organization (WHO). This integration ensures accurate, standardized classification and coding of diseases in compliance with international healthcare standards.

We are committed to providing a reliable and compliant solution that meets the requirements of your tender process.

Thank you for considering our submission.



Warm regards,
Springer Healthcare Systems Pvt. Ltd

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Email: info@springerhealth.in | Website: www.springerhealth.in

To,
The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar

Dear Sir,

As per your letter No. JKMSCL/GM/(K)/2025/12L/L/-45 dated 24/5/2025 regarding the PPT demonstration for the "Set up, operations, Management & Maintenance of Tele/eICU in GMCs on PPP Mode" to the technical experts. We are attaching the following documents-

1. Confirmation letter that our software/Application is compatible with android and iOS mobile with Video recording as documentary proof.
2. Clarification letter Regarding HIPAA Certification Requirement
3. Confirmation letter for ICD-10 Coding Support
4. Details of Command Centre

Regards

Authorized Signatory
Springer Healthcare



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Annexure - III
Report if IT Team of JKMSCL with regard to clarifications submitted by M/s Springer Healthcare

Clauses of NIT	Clarification sought	Reply of firm	Remarks/Comments
Software specification: The Mobile Application and centralized dashboard is aimed at enabling efficient and sophisticated remote patient management by medical team. The primary goal is to significantly improve patient care through enhanced monitoring, data management, and interactive treatment protocols implemented by healthcare professionals at the command (Hub).	Whether your software is operable through mobile application, if yes, provide URL for Android version and IOS version along with screen shots at both Google Play Store and App Store respectively.	A thorough review of the tender documentation— including the scope of work, technical specifications, eligibility criteria, general terms and conditions, and all associated corrigenda, addenda, and infirmities— confirms that there is no requirement mandating deployment via the Google Play Store or Apple App Store. We confirm that our software/application is accessible and functional via browser-based or APK (Android) which is more secure for patient data.	Downloading and installing apps from APK files rather than Play Store & App Store carries significant risks, including malware, privacy breaches, and potential device performance issues. APK files can be altered to contain malware like viruses, spyware, or trojans, which can harm your device or steal personal data. Lack of Updates: Updates to APK apps may not be properly vetted, potentially leading to the distribution of harmful versions. In case any updation / modification is/are made in the application downloaded through apk file, all the users require to download application manually, whereas any updation / modification is/are made in the application downloaded through play store / app store, it can automatically updated when the application is accessed. Lack of Security Measures: Unknown APK sources are lack the stringent vetting and security measures of official app stores like the Google Play Store, increasing the risk of malicious content.

Annexure - III

Annexure - III

A

B

Clauses of NIT	Clarification sought	Reply of firm	Remarks/Comments
			It is also important to mention here that at the time of downloading the application through apk file, the device always asked to change the setting of mobile / tablet to allow the downloading from unknown sources. Since the application is related to the Personal Health Information, it is important to mention here that the applications available in Play Store / App. Store are more secure in malware, data theft as they have to go through safety protocols, data permission, data validation, safety check and updates. Google Play Store as well as Apple's App has a Review Guidelines / policy to ensure apps meet standards for privacy, security, and safety. This involves reviewing each app and update to identify potential risks and prevent harmful applications from reaching users. The proposed use of side-loaded APKs on Android constitutes a serious security lapse. This approach bypasses protections provided by the Google Play Store, including malware scanning, threat detection, privacy enforcement, and permissions oversight. The absence of automatic updates further increases the risk of un-patched vulnerabilities, which is

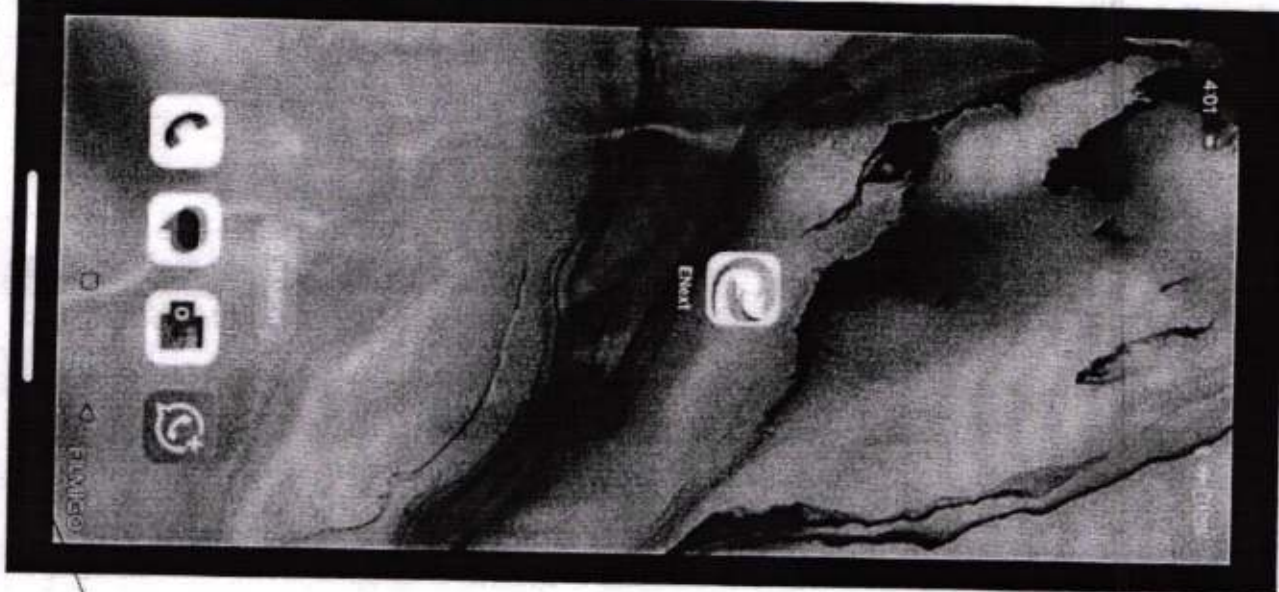
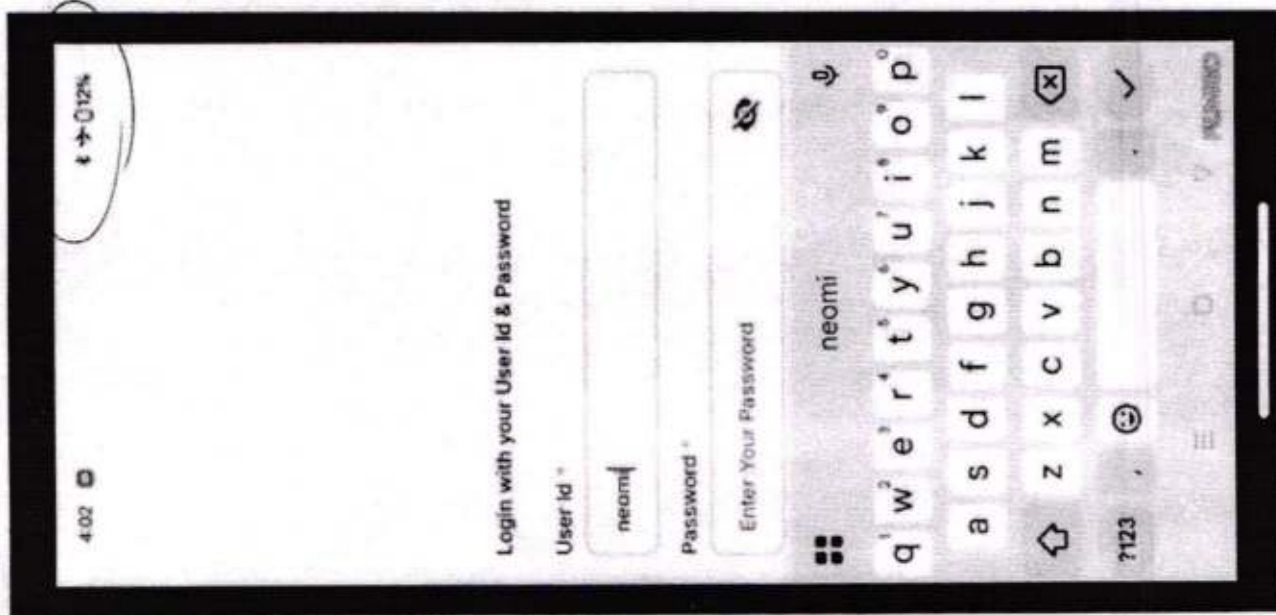
A

B

Clauses of NIT	Clarification sought	Reply of firm	Remarks/Comments
Integration with Google's Gemini API for speech-to-text conversion. Voice recording for doctor's treatment recommendations with start, finish/next controls for each patient Manual verification and correction feature for the text converted from the doctor's speech.	Whether the software provided by you complies the tender requirement i.e. speech conversation to text. If yes, please provide detail as on date as the feature was not illustrated during the PPT demonstration.	Software solution is Integrated Speech-to-Text capability.	unacceptable in a sensitive healthcare environment. The use of IPA files installed via developer certificates or third-party side-loading tools circumvents app review process for iOS users and nullifies critical safeguards. In case some sensitive data is being captured or sensitive permission is required, app store dependent declaration and privacy policy becomes must. It is apt to mention here that it is clearly mentioned in the NIT that the data security is mandatory. It is clearly specified in the NIT that "Integration with Google's Gemini API for speech-to-text conversion" (Page 33) is mandatory required in software but the firm itself submitted that their software solution is Integrated Speech-to-Text capability. It is clear that the firm did not having Google's Gemini API for speech-to-text conversion".


 IT Cell Executive
 JKMSCL


 Assistant Programmer,
 JKMSCL.





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272.8 GB of 2 TB used

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Type

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Modified

Source

Name

eNexticu.apk

May 29, 2025

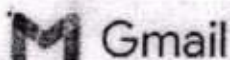
Last modified

Get notifications on your desktop for shared files and important events

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Annexure IV

Annexure IV



Dr Mohd Shafi Koka G.M Kashmir JKMSCL <gmjkmscl@gmail.com>

PPP Demonstration for the "Set Up, Operations, Management & Maintenance of Tele/eICU in GMCs on PPP Mode" to the Technical Expertregd

Naveen Chandra <naveenc40@gmail.com>

Fri, May 30, 2025 at 7:47 PM

To: "Dr Mohd Shafi Koka G.M Kashmir JKMSCL" <gmjkmscl@gmail.com>

Cc: Managing Director Jkmscl <mdjkmscl2@gmail.com>, jkmscl epm <jkmsclepm@gmail.com>, lmgroup.founder@gmail.com, "Dr.Sandeep Dewan" <sandeepdewan28@gmail.com>

Dear Sir,

As per your letter No. JKMSCL/GM/(K)/2025/1368-69 dated 28/5/2025 regarding the PPT demonstration for the "Set up, operations, Management & Maintenance of Tele/eICU in GMCs on PPP Mode" to the technical experts. We are attaching the following documents-

1. Covering Letter
2. Confirmation letter that our software/Application is operable on mobile app with Video recording as documentary proof.
3. Confirmation letter that our software supports speech to text
4. Videos for confirmation

Regards

Naveen Chandra
Head Operations

[Quoted text hidden]

5 attachments

 Point 2 Final.pdf
515K HIPAA response Additional.pdf
699K Point 1 Final.pdf
827K Video for Mobile app (1).mp4
16673K Speech to text Video (3).mp4
5064K

HA(V)
Examine &
report
8
(21/5/25)

To,
The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar

Subject: Reaffirmation of Compliance with Tender Specifications — NIT No.
JKMSCL/TeleICU/2025/652 dated 15.01.2025 (Regarding HIPAA Standards)

Dear Sir,

We write with reference to your recent communication seeking further confirmation regarding compliance with HIPAA standards, specifically as outlined under the "Scope and Specification of Hardware/Software" and "Data Security" sections on Page 33 of the bid document, which states:

"The application should have Health Insurance Portability and Accountability Act (HIPAA) which is a worldwide standard for storage and access to sensitive patient data."

At the outset, we respectfully submit that no requirement for a specific HIPAA certification was stipulated in the original tender document, nor was such a condition introduced via any corrigendum, addendum, or infirmity notice issued prior to or during the official evaluation process. The matter of a certificate appears to have been raised only post-facto, during the PowerPoint presentation—after we had duly fulfilled all requirements and responded to infirmities through the prescribed documentation.

We would like to reaffirm that:

1. Our software solution is fully compliant with HIPAA standards, as formally confirmed in our prior submissions.
2. It incorporates all necessary technical and administrative safeguards to ensure the protection of sensitive patient data, including but not limited to:
 - End-to-end encryption,
 - Multi-level access controls,
 - Comprehensive audit trails,
 - Secure data storage and transmission protocols.

These measures are consistent with international best practices and fully address the expectations of HIPAA compliance as described in the bid document.

We are, however, compelled to express our growing concern regarding the increasingly shifting goalposts and piecemeal queries being raised at successive stages of the process. Despite our timely and complete responses to all documented infirmities and evaluation steps, new requirements—absent from the original tender—are being introduced post-evaluation, which raises legitimate concerns about procedural transparency and fairness in the ongoing tender process.

SPRINGER HEALTHCARE SYSTEMS PVT. LTD.

Address: D-2/14, Ground Floor, Cosmos Floors, Ardee City, Sector 52, Gurugram, Haryana- 122011

Email: info@springerhealth.in | Website: www.springerhealth.in

We respectfully urge the authorities at JKMSCL to ensure that all bidders are evaluated strictly and fairly against the originally published criteria, in line with the principles of equal opportunity, procedural integrity, and non-discrimination.

We remain committed to full compliance with the tender specifications and request that our submission be evaluated in accordance with the terms as published.

Thank you for your attention to this matter.



Warm regards,
Springer Healthcare Systems Pvt. Ltd

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Email: info@springerhealth.in | Website: www.springerhealth.in

The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar

Subject: Clarification Regarding Mobile Application Deployment and Patient Data Security

Dear Sir,

First of all, we would like to confirm that our application functional on the mobile application.

This is in response to recent queries and assumptions concerning the deployment of the proposed software/application via mobile platforms such as the Google Play Store and Apple App Store. We wish to provide the following clarifications:

1. Non-Inclusion in Original Tender Requirements

A thorough review of the tender documentation—including the scope of work, technical specifications, eligibility criteria, general terms and conditions, and all associated corrigenda, addenda, and infirmities—confirms that **there is no requirement mandating deployment via the Google Play Store or Apple App Store.**

2. Implication for Bidders

Since this criterion was not stated, bidders were not expected to include efforts related to app store certification, publication, or compliance as part of their technical submissions. Consequently, **technical evaluations should only be conducted based on the explicitly defined criteria within the tender document.**

3. Functionality and Access Expectations

While the tender may have outlined expectations around accessibility, user interface, or cross-platform support, **these do not imply mandatory google play store or Apple app store deployment** unless expressly stated. Solutions offering browser-based access, desktop clients, or sideloadable APK(Android)/IPA(iOS) files are valid, provided they meet the tender's functional and technical specifications.

4. Fairness and Transparency

Introducing new evaluation criteria post bid submission would be inconsistent with the principles of **transparency, fairness, and equal opportunity.** All bidders must be assessed based on the predefined tender conditions alone.

5. Conclusion

Accordingly, the availability of the software on public app stores such as Google Play or Apple App Store **should not factor into the technical evaluation,** unless it was an explicitly stated requirement.

6. Security of Patient Data and Justification for Private Distribution

SPRINGER HEALTHCARE SYSTEMS PVT. LTD.

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We would also like to raise a concern regarding the security risks associated with healthcare-related apps distributed via public app stores.

Despite review policies in place at Google and Apple, **apps published on these platforms often lack uniform enforcement of stringent healthcare data security protocols.**

We confirm that our software/application is accessible and functional via browser-based or APK(Android) which is more secure for patient data. In contrast, our platform is designed with the following safeguards:

a) Restricted Access by Design

- Access is limited to pre-authorized users through a secure backend.
- Role-based access ensures only verified personnel may log in.

b) Enterprise Distribution Strategy

- The application is distributed internally using secure methods:
 - **APK (Android) and IPA (IOS)** files via direct installation or Mobile Device Management (MDM).
 - A secure browser-based version is also provided for desktop/tablet use.

c) Enhanced Security & Compliance

- Internal deployment minimizes exposure to unauthorized access.
- Ensures compliance with **HIPAA** and internal IT security protocols.
- Avoids public endpoints, reducing cyber risk.

d) App Store Policy Misalignment

- App store policies require public visibility, general accessibility, and adherence to public terms of use—conditions not aligned with the **intended private, organizational use** of our application.
- Publishing under these frameworks could introduce compliance concerns and security risks.

7. Patient Data Risk Consideration

Unauthorized access or mishandling of **Personal Health Information (PHI)** may result in serious consequences such as identity theft, discrimination, or medical fraud. Our approach prioritizes **data integrity, user privacy, and organizational control**, reflecting our commitment to responsible healthcare IT practices.

We trust this clarifies our position and assures you of our alignment with both the tender's scope and broader data protection standards.

Please see the Link for downloading mobile App and photographs below of our software with Mobile application.

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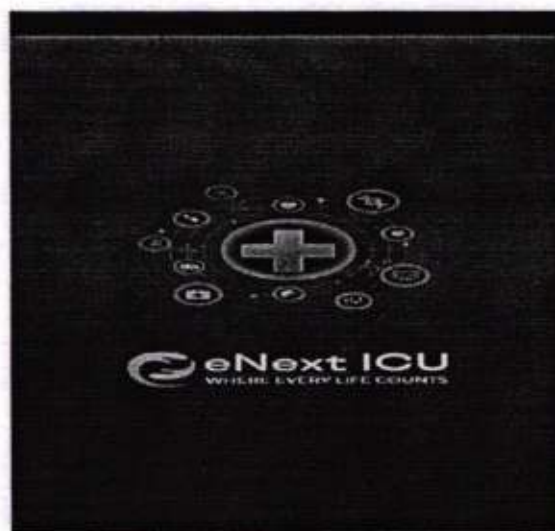


Warm regards,
Springer Healthcare Systems Pvt. Ltd

https://drive.google.com/drive/folders/1J_XTBRNox6PqXZ_YcVGasyc-DTtKT9r3?usp=drive_link

Steps for opening mobile app-

- Click on the above provided link
- Download the eNext software as a .apk file in android device
- Install the in your device
- Attaching a video which shows the application in your mobile device
- Open the Application



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To,
The General Manager
Jammu & Kashmir Medical Supplies Corporation Ltd (JKMSCL)
Jammu/Srinagar

Subject: Confirmation for Speech to Text Functionality in our Software

Dear Sir,

This is in reference to the recent request concerning **Speech-to-Text functionality**, which was raised following our PowerPoint presentation.

We would like to confirm that our software solution is **integrated Speech-to-Text capability**.

We remain fully committed to meeting all tender specifications as published.

Thank you for your consideration.

Attaching a Video for your kind perusal



Regards

Springer Healthcare

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