



No. D-130024/09/2023/NMC/IT/DMMP-I
Government of India
National Medical Commission
(IT Section)



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Pocket- 14, Sector- 8,
Dwarka, Phase-1, New Delhi-77
Dated: 21st March, 2023

To,

Chairman/ Managing Director/ Chief Executive Officer
All Central PSUs

Subject: Inviting Proposals for design, development, operations, and data migration of DMMP-I 2.0 application as a Managed Service Provider (MSP).

Dear Sir/ Madam,

This is in reference to the above cited subject wherein National Medical Commission (NMC) is looking to engage a Central Public Sector Units (PSUs) for a solution to automate all internal and external operations with a workflow based end-to-end system under Digital Mission Mode Project (DMMP- I) 2.0 initiative. The proposed system of DMMP-I 2.0 will replace the existing DMMP-I system in near future.

2. The National Medical Commission (NMC) has been constituted by an act of Parliament known as National Medical Commission Act, 2019 which came into force on 25.9.2020 by gazette notification dated 24.9.2020.

The aim of the National Medical Commission is to:

- Improve access to quality and affordable medical education.
- Ensure availability of adequate and high-quality medical professionals in all parts of the country.
- Promote equitable and universal healthcare that encourages community health perspective and makes services of medical professionals accessible to all the citizens.
- Encourages medical professionals to adopt latest medical research in their work and to contribute to research.
- Objectively assess medical institutions periodically in a transparent manner.
- Maintain a medical register for India.
- Enforce high ethical standards in all aspects of medical services.

Amal

3. In this regard, all PSUs are required to share their Techno-Commercial Proposals with supporting documents in physical mode as well as soft copy to the undersigned on the following e-mail address: pankajagrawal@ord.gov.in. The shortlisted PSUs will be required to give a technical presentation to the National Medical Commission within 10 days from the issuance of this notification.

4. A brief on the existing scope of work is enclosed in **Annexure 1** for kind reference.

Thanking You,

Yours sincerely,


(Pankaj Agrawal)
Director

Copy to:

1. PPS to Chairman, NMC
2. PPS to Secretary, NMC

Annexure-I

Scope of Work for DMMP-I 2.0:

NMC is willing to hire a Managed Service Provider for design, development and operations of DMMP-I 2.0 as per the requirement of different stakeholders of NMC. Also, the portal MSP shall be responsible for migration of existing DMMP-I database on new application without any data loss. As brief detail of existing DMMP-I application their load and utilization are below:

Current Status of DMMP-I projects:

S N o	Modules	Current Status	Historical data	Peak load	Off load	Registered users (in nos.)
1	Ethics	Active	1502	20 GB	12GB	
2	Complaints, Grievances and Helpdesk	Active	18942	20 GB	11GB	
3	IT helpdesk	Active	3130	31 GB	22GB	
4	Good standing certificate	Active	4358	30 GB	18GB	22729
5	DAK and Diary	Active	Diary - 177362, Dispatch - 240940	64GB	54GB	210
6	Master Data Management	Active		155 GB	110GB	
7	User Management Module	Active	105035	120 GB	96GB	105035
8	Registration (FTP / FTC & Additional Qualification)	Active	FTP - 4197, FTC - 169, AQ - 11941	32 GB	12GB	FTP - 2927 and AQ - 22729
9	Duplicate Registration Certificate and Eligibility Certificate	Active	DR - 1125, EC - 49143	120 GB	65GB	DR - 22729 and EC - 67357
10	MR Conversion of old registration numbers to UPRN	Developed, inactive				
11	IMR New registration and IMR update	Developed, inactive				
12	IMR Revalidation	Developed, inactive				

13	UG Section	Active	562	60 GB	48 GB	700
14	Assessment Cell	Active	UG - 206, PG – 2755	22 GB	18 GB	5
15	Faculty Development	Active	773	10 GB	5GB	10
16	Student Admission	Active	UG - 707, PG – 9374	30 GB	12GB	203
17	PG section	Active	1492	32 GB	24GB	200
18	OFAMOS	Handed over to medical colleges				
19	Audit Log Monitoring	Active	3909133	60 GB	42GB	5
20	Legal	Active	54493	42 GB	12GB	10
21	Accounts & Finance	Active				10
22	Internal Employee Portal	Active				130
23	Anti-Ragging	Active	392	5 GB	3GB	600
24	Inventory & Store Management	Active				125
25	SLA Monitoring	Active		20 GB	12GB	
26	Backup	Active				
27	HRMS	Active, not in use				200

Further, the MSP shall be responsible for below mentioned activities:

Stakeholder engagement and requirement Gathering:

- Central PSU shall require engaging all stakeholder and NMC boards to understand their need.
- Once the requirement gathering phase will over, Central PSU will prepare an FRS and will take approval from different Boards.

Development of Modules/ Application:

- Once the FRS will get approved by different boards/user, Central PSU will prepare SRS document and start development directly as rapid development model such as Low-code and no-code platforms is also available in the market.
- Central PSU may start development of any modules subjected to approval from respective board. However, module wise UAT will happen.
- Considering the dynamic requirement, Preferred development method such as agile may be preferred.

Testing Phase

Central PSU shall handle complete testing of the application.

- Functional Testing

- b. Performance Testing
- c. Load testing
- d. Security testing (through CERT-In empaneled agency) before Go-live.
- e. Periodic security testing and closer of findings

Other Features required to be incorporated

- i. Agency shall be responsible for development of Mobile app with all essential features
- ii. The NMC website (integral part of the development) shall be complied with latest guidelines of GIGW 3.0 (guidelines for Indian government website)
- iii. Integration Call central solution having direct access of grievance log from DMMP-I 2.0 application
- iv. Effective grievance redressal system to dispose maximum number of grievances in a shorter duration.
- v. All software licenses will be procured in the name of National Medical Commission.
- vi. Modular application having horizontal and vertical elasticity to handle current as well as future load (starting with 100% higher than existing load as the current application is with limited capabilities)
- vii. Migration of data from exiting DMMP-I application to new application.
- viii. SMS, Chatbot, email and multiple payment gateway for smooth, transparent, and better user experience.
- ix. API level integration for use of integration with social media, India Portal, Digi Locker, Aadhaar-based identity, single sign-on, data sharing in open formats on the government's data platform, government's scheme discovery platform, government's citizen engagement platform MyGov, AI-based Indian language translation tools, seamless content/data access across web-based solutions of government organizations.
- x. If MSP is proposing LCNC platform, the proposed platform including but not limited to tool address forms, database, workflow, business rules, MIS report, API publishing, API consumption, Automation of messaging, Audit trails, user management and authentication.

MSP shall be responsible for sizing of application and infra such as cloud, connectivity etc. MSP shall also be responsible for supply of required cloud for staging and hosting of application, backup storage at DR, SMS gateway, email service, payment gateway with leading banks as desired and agreed by NMC.

Duration of the Project:

MSP shall be responsible to develop the application in a time bound manner. Considering the urgency, Preference may be given to PSU with shorter implementation time, robust and secure architecture.

MSP shall be responsible to maintain the Application and associated services for 5 years from the date of Go-Live. NMC may extend the period for another 2 years on discovered price.

We understand that Managed services can help the commission expand or upgrade systems when the commission need to, without having to hire and train employees. MSPs help the commission requirement stay flexible when it comes to resources and can accommodate swift changes an in-house team might not be able to respond to efficiently. Some of the key benefits of MSP are as below:

- Total Ownership of the solution
- Single contract
- End to end SLA mapping.



- Less number of vendors

Low-code and no-code

As the requirement is urgent important thus low-Code no-code platform may be considered for development as:

- i. Low-code and no-code platforms are easier to understand
- ii. Easier to identify configuration/script bugs and fix them.
- iii. Increased Agility
- iv. In a rapidly evolving digital world, businesses need to adapt and respond effectively to changing scenarios and dynamics along with leveraging potential opportunities.
- v. Some of the critical application in recent part was being developed on low-code no-code platform and running successfully.

It is also required to take Special precautions while using low-code no-code platform as data protection and control. Low-code tools themselves are not unsafe but they can be when in the wrong hands during development so it is important for the development team to demonstrate that how they will ensure that the data is safe and secure in all terms.

It is evident that defining the complete scope of work is not feasible on day first for NMC , so PSU may submit the proposal in terms of infra requirement, platform & application licenses and man month rate of different resources required to be involve in future development .

