

GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
CHITTARANJAN NATIONAL CANCER INSTITUTE
KOLKATA

EXPRESSION OF INTEREST (EOI)
FOR
SITE-WIDE SURVEY, ASSESSMENT AND VERIFICATION OF
EXISTING IT INFRASTRUCTURE AND IT-ENABLED SYSTEMS
AT CNCI, HAZRA CAMPUS AND NEWTOWN CAMPUS

EOI No.: CNCI/IT/EOI/2026-27/001

Date of Issue: 12.08.2026

Issued by: Chittaranjan National Cancer Institute, Kolkata

CHITTARANJAN NATIONAL CANCER INSTITUTE
KOLKATA
EXPRESSION OF INTEREST (EOI)
SCHEDULE OF EOI

Sl. No.	Particulars	Details
1	Name of the Institute	Chittaranjan National Cancer Institute (CNCI), Kolkata
2	EOI Reference No.	CNCI/IT/EOI/2026-27/001
3	Name of Assignment	Site-wide Survey, Assessment and Verification of Existing IT Infrastructure and IT-enabled Systems at CNCI
4	Mode of EOI Submission	To be specified by CNCI (CPP Portal / GeM / e-mail / physical, as approved)
5	Date of Issue	12.08.2026
6	Period of Site Survey	From 01.09.2026 to 10.09.2026 (From Monday to Saturday) on working days
7	Last Date and Time for Submission	30.09.2026
8	Date and Time of Opening	NA
9	EOI Fee	Nil
10	EMD / Bid Security	Not applicable at EOI stage
12	Contact Officer	Director, CNCI
13	E-mail	cncinstkol@gmail.com/director.cnci@gov.in
14	Address for Correspondence	Chittaranjan National Cancer Institute, Kolkata, West Bengal

IMPORTANT NOTICE

This Expression of Interest is issued for the purpose of obtaining information, assessing the capability of prospective agencies, undertaking site-wide assessment of the existing IT environment and assisting CNCI in preparation of a subsequent procurement document. This EOI shall not be construed as a tender or Request for Proposal and shall not confer any right whatsoever on any respondent for award of a contract.

CNCI reserves the right to modify, cancel, defer or withdraw this EOI, in whole or in part, without assigning any reason. No claim for compensation or reimbursement of any expenditure incurred in connection with preparation or submission of the EOI shall be entertained.

1. INTRODUCTION

Chittaranjan National Cancer Institute (CNCI), Kolkata, an autonomous institute under the Ministry of Health & Family Welfare, Government of India, is a tertiary cancer care institution functioning from its Hazra and Newtown Campuses.

The Institute has an IT-enabled hospital environment comprising, inter alia, enterprise network and connectivity infrastructure, servers and storage, end-user computing, Hospital Management/Information Systems, Laboratory Information Systems, Radiology Information/PACS-related systems, EPABX/IP telephony, CCTV and other IT-enabled clinical and administrative services.

In view of the critical role of IT infrastructure in patient-care and administrative operations, CNCI proposes to establish a verified baseline of its existing IT assets, systems, applications, connectivity, support arrangements and associated risks before finalising a comprehensive IT Facility Management Services procurement.

2. OBJECTIVE OF THE EOI

The principal objectives of this EOI are:

- To invite participation from experienced and technically competent agencies having relevant experience in hospital/healthcare IT infrastructure assessment and support.
- To undertake a comprehensive physical and technical survey of the existing IT infrastructure at both CNCI campuses.
- To verify the quantity, location, make, model, serial number, configuration, age, condition and supportability of IT assets.
- To identify existing warranty, AMC, CMC, OEM and application-support arrangements.
- To map critical applications, interfaces and dependencies relevant to hospital operations.
- To identify obsolete, end-of-life, end-of-support, redundant or non-serviceable assets.
- To assist CNCI in determining the appropriate scope, manpower, SLA and commercial structure for a subsequent IT Facility Management Services RFP.

3. SCOPE OF THE PROPOSED SURVEY

3.1 IT Hardware and End-User Computing

- Desktop computers, laptops, thin clients and workstations.
- Printers, scanners, barcode devices and other peripherals.
- UPS and IT-related power backup equipment, where applicable.
- Asset identification, physical condition and supportability.

3.2 Network and Connectivity Infrastructure

- Core, distribution and access switches.
- Routers, firewalls and network security appliances.
- Wireless controllers and access points.
- LAN/WAN, fibre and structured cabling.
- Inter-campus connectivity and bandwidth arrangements.

- Network topology and device inventory, subject to CNCI security restrictions.

3.3 Data Centre, Servers, Storage and Backup

- Physical and virtual servers.
- Storage/SAN/NAS systems.
- Virtualization platforms.
- Backup systems and backup repositories.
- Capacity, performance and availability assessment.
- OEM warranty/AMC/support status.

3.4 Clinical and Hospital IT Applications

- HMS/HMIS and major modules.
- LIS and laboratory analyzer interfaces.
- RIS/PACS and DICOM-related connectivity.
- EMR/clinical documentation systems, where applicable.
- Interfaces using HL7/API or other standards, where applicable.
- Other hospital applications identified during the survey.

3.5 Communication and Surveillance Systems

- EPABX/IP-PBX and IP telephony.
- CCTV cameras, NVR/DVR, storage and VMS.
- Monitoring/viewing workstations and related network connectivity.

3.6 IT Service Management and Cybersecurity

- Existing helpdesk/ticketing arrangements.
- User and administrator access arrangements.
- Remote-access mechanisms.
- Patch/update practices, where ascertainable.
- Existing monitoring/logging systems.
- Major cybersecurity observations and risks.

4. DETAILED ACTIVITIES TO BE UNDERTAKEN

1. Conduct a physical site survey at Hazra and Newtown Campuses in coordination with CNCI.
2. Reconcile available asset records with physical assets.
3. Capture asset identification and location details.
4. Assess operational condition and supportability.
5. Record warranty/AMC/CMC/OEM/application support status.
6. Map critical applications and interfaces.
7. Assess network and connectivity architecture.
8. Assess server, storage and backup infrastructure.
9. Identify end-of-life/end-of-support assets.
10. Identify major gaps, risks, single points of failure and dependencies.

11. Recommend an appropriate IT-FMS service architecture, manpower model and SLA framework for subsequent procurement.

5. DELIVERABLES

Sl.	Deliverable	Format / Requirement
1	Campus-wise IT Asset Register	Editable spreadsheet and PDF
2	Application Register	Editable spreadsheet and PDF
3	Warranty/AMC/CMC/OEM Matrix	Editable spreadsheet
4	Network Device and Connectivity Register	Editable spreadsheet
5	Server/Storage/Backup Register	Editable spreadsheet
6	Critical Application & Dependency Matrix	Report
7	End-of-Life / End-of-Support Assessment	Report
8	Gap and Risk Assessment	Report
9	Indicative IT-FMS Manpower Model	Report
10	Indicative SLA/Service Classification	Report
11	Baseline IT Infrastructure Assessment Report	Comprehensive final report
12	Indicative Schedule of Services/Assets for subsequent RFP	Editable schedule

6. ELIGIBILITY CRITERIA

The following eligibility criteria are proposed for participation in the EOI. CNCI may modify the criteria before issue, keeping in view the final scope and applicable procurement rules.

Sl.	Eligibility Requirement	Documents to be submitted
1	Legal Status: The bidder must be a company registered under the Companies Act, 1956 / 2013 or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008, and must have been in continuous operation in India for a minimum of seven (7) years as on the date of bid submission.	Certificate of Incorporation / Registration Certificate, Memorandum & Articles of Association / LLP Agreement.
2	Financial Strength: The bidder must have a minimum average annual turnover of ₹8 Crore (Rupees Eight Crore) during the last three (3) financial years (FY 2022-23, 2023-24 and 2024-25). Net worth must be positive in each of these years.	Audited Balance Sheets, Profit & Loss Statements and CA Certificate (with UDIN) confirming turnover and positive net worth.
3	Hospital IT Experience: The bidder must have successfully executed / been executing Comprehensive Maintenance / Support / System Integration contracts covering Hospital Management System (HMS / HMIS) and associated clinical systems for at least two (2) hospitals / medical institutions in India, each having a minimum of 300 beds, during the last seven (7) years. At least one of these hospitals should preferably be a multi-specialty tertiary care or dedicated cancer / oncology centre.	Work Orders / Contracts + Completion / Performance / Ongoing Certificates from clients on letterhead, clearly mentioning bed strength and scope.

4	Specific System Experience: The bidder (or its authorized consortium partner) must demonstrate hands-on experience in maintenance / support / implementation of at least three of the following: HMS/HMIS, LIS, RIS-PACS, EPABX, enterprise CCTV, and enterprise Network infrastructure in hospital environments.	Client certificates / work orders specifically mentioning the systems handled.
5	Technical Certifications: The bidder must possess valid ISO 9001:2015 (Quality Management) certification. Possession of ISO/IEC 27001 (Information Security) is highly desirable and will be given additional weightage.	Valid ISO certificates.
6	Manpower Strength: The bidder must have on its rolls a minimum of fifteen (15) technically qualified professionals (system administrators, network engineers, application support engineers, etc.) with relevant experience in hospital IT systems.	Self-declaration on company letterhead with list of key personnel and their qualifications/experience, supported by PF / ESI records or appointment letters if requested.
7	Local Support Capability: The bidder must have an existing office / service centre within 50 km of either campus of the Institute, or must provide a firm undertaking to establish dedicated support presence (with resident engineers) capable of covering both campuses (18 km apart) within 30 days of award of contract.	Address proof of existing office OR notarized undertaking on non-judicial stamp paper.
8	Blacklisting / Debarment: The bidder must not have been blacklisted, debarred or suspended by any Central / State Government department, PSU, Autonomous Body, or reputed private hospital in India during the last five (5) years.	Self-declaration on company letterhead duly signed by authorized signatory.
9	Statutory Registrations: The bidder must possess valid PAN, GST Registration, and must be compliant with all applicable labour and statutory laws.	Copies of PAN, GST Registration Certificate, and latest GST returns.
10	Consortium: Consortium / Joint Venture is permitted with a maximum of two (2) members. The Lead Member must meet the financial and primary experience criteria. Roles and responsibilities of each member must be clearly defined in a legally valid Consortium Agreement.	Consortium Agreement on stamp paper + documents of all members.

7. DOCUMENTS TO BE SUBMITTED

- Covering letter on the applicant's letterhead.
- Company/organization profile.
- Certificate of Incorporation/Registration.
- PAN and GST registration.
- Details of relevant experience with client name, scope, contract value and period.
- Copies of supporting work orders and completion/ongoing performance certificates.

- Details of proposed survey team.
- Brief methodology for conducting the assessment.
- Undertaking regarding non-blacklisting/debarment.
- Any other document specifically requested by CNCI.

8. SITE VISIT / SURVEY

Prospective applicants shall be required to visit both CNCI campuses for understanding the existing environment. The date and time of the site visit shall be notified by CNCI.

No separate payment shall be made by CNCI towards travel, boarding, lodging, manpower or any other expenditure incurred by the applicant for the site visit or survey.

9. CONFIDENTIALITY AND ACCESS TO INFORMATION

- Information made available by CNCI shall be used solely for the purpose of responding to this EOI and undertaking the authorized survey.
- No applicant shall copy, remove, disclose or transfer patient data, credentials, configurations or confidential institutional information.
- Access to systems shall be provided only to the extent specifically authorized by CNCI.
- Any access to production systems, network devices, servers or clinical applications shall be subject to CNCI's security protocols.
- The successful survey agency, if selected for the exercise, shall execute such confidentiality/security undertaking as may be prescribed by CNCI.

10. RESPONSIBILITY OF THE APPLICANT

- The applicant shall satisfy itself regarding the site conditions and the nature of the IT environment.
- The applicant shall deploy suitably qualified personnel for the survey.
- The applicant shall not make any configuration change, install software or access restricted information without written authorisation.
- The applicant shall maintain professional confidentiality during and after the survey.
- The applicant shall bear all costs associated with preparation, site visit and submission of the EOI.

11. NATURE OF THE EOI

This EOI is an invitation for submission of information and Expression of Interest. It is not a bid and shall not be treated as an offer capable of

acceptance. CNCI may use the information received for preparation of a subsequent RFP, technical specifications, scope of work, eligibility criteria, estimated quantities and service-level requirements.

Participation in this EOI shall not create any entitlement to participate in, or obtain preference in, any subsequent tender, unless specifically provided in the subsequent procurement document and permissible under applicable rules.

12. SHORTLISTING / FURTHER ACTION

CNCI may scrutinise the submitted documents and may invite eligible respondents for a site visit, presentation, clarification or technical interaction. CNCI may thereafter use the verified survey information for preparation of a subsequent tender/RFP.

The EOI process itself shall not result in any financial commitment by CNCI.

13. NO REIMBURSEMENT

All costs incurred by an applicant in connection with preparation, submission, presentation, site visit, survey participation or any subsequent clarification shall be borne by the applicant. CNCI shall not be liable for such costs irrespective of the outcome of the EOI.

14. RESERVATION OF RIGHTS

- CNCI reserves the right to accept or reject any or all EOIs without assigning any reason.
- CNCI reserves the right to amend, modify, extend, cancel or withdraw the EOI at any stage.
- CNCI may seek additional information or clarification from any respondent.
- CNCI may verify the authenticity of documents and contact the clients cited by respondents.
- CNCI shall not be bound to issue a subsequent RFP merely because an EOI has been issued.

15. QUERIES / COMMUNICATION

All queries relating to this EOI shall be addressed in writing to the designated officer at the address/e-mail indicated in the Schedule of EOI. Queries shall be restricted to the scope and process of the EOI. Commercial terms relating to any future procurement shall not be presumed from this EOI.

16. INDICATIVE FORMAT FOR EXPERIENCE

Sl.	Name of Client	Nature of Assignment	Period	Contract Value	Supporting Document
1					
2					
3					
4					

17. CHECKLIST OF DOCUMENTS

Sl.	Document	Submitted (Yes/No)	Page No.
1	Covering Letter		
2	Company Profile		
3	Registration/Incorporation Certificate		
4	PAN		
5	GST Registration		
6	Relevant Work Orders/Contracts		
7	Completion/Ongoing Performance Certificates		
8	Proposed Team Details		
9	Methodology		
10	Non-Blacklisting Declaration		
11	Other supporting documents		

18. DECLARATION BY THE APPLICANT

We hereby declare that the information furnished in this Expression of Interest is true and correct to the best of our knowledge and belief. We understand that submission of this EOI does not constitute a bid or guarantee of award of any contract. We agree to abide by the conditions contained in this EOI.

Name of Authorized Signatory: _____

Designation: _____

Name of Organization: _____

Signature: _____

Date: _____ Place: _____

For and behalf of

Director

CHITTARANJAN NATIONAL CANCER INSTITUTE