

SERVICES EXPORT PROMOTION COUNCIL

Set up by Ministry of Commerce and Industry, Government of India,

417, 4TH FLOOR, PRIME TOWERS, PLOT NO. 79 & 80,

Pocket F, Okhla Phase I, New Delhi-110020.

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24th March, 2026

TENDER NOTICE

Subject Tender Reference No.: SEPC\Tender\website- <https://www.indiahealthcaretourism.com/2025-26>\02

Tender for Portal/Website Re-development of Global Medical Tourism Marketplace (<https://www.indiahealthcaretourism.com>). The **Services Export Promotion Council (SEPC)** invites sealed bids from reputed and experienced Indian agencies for the redevelopment of the portal: <https://www.indiahealthcaretourism.com>

Detailed Scope of Work, Deliverables, Eligibility Criteria, and Terms & Conditions are provided below.

1. Introduction

- **Project Title:** Redevelopment of SEPC Website – <https://www.indiahealthcaretourism.com>
- **Organization:** Services Export Promotion Council
- **Tender Reference Number:** SEPC/Tender/Website-IndiaHealthcareTourism/2025-26/02
- **Date of Issue:** 24th March 2026

2. Background

The Services Export Promotion Council (SEPC) proposes to develop a comprehensive **Global Medical Tourism Portal** to promote India as a preferred destination for healthcare, wellness, and alternative medicine services.

The portal will act as a centralized digital marketplace connecting international patients with accredited hospitals, healthcare providers, wellness centers, and facilitators across India.

The platform will provide:

- Searching treatments
- Comparing hospitals
- Booking consultations

- Visa guidance
- Travel assistance
- Treatment tracking
- Post-treatment follow-up

The system must be scalable, secure, and capable of supporting global users.

3. Objectives

- Promote India as a global healthcare destination
- Provide a curated directory of hospitals
- Enable online booking and consultation
- Provide patient journey tracking
- Support visa and travel assistance
- Promote Ayurveda and wellness tourism
- Provide analytics and reporting

The portal should support at least 300–500 hospitals initially.

4. Scope of Work

The selected bidder shall:

- Design the portal
- Develop the system
- Deploy the platform
- Host the application
- Provide training
- Provide maintenance

Modules Required

- Hospital Directory
- Treatment Catalog
- Wellness/Ayurveda
- Visa Module
- Travel Module
- Patient Journey Module
- Booking System
- AI Assistant
- Admin Panel
- Analytics Dashboard

5. Key Modules & Features

5.1 Hospital Directory

- Hospital listings, accreditation details, specialties
- Doctor profiles, facilities, reviews, ratings
- Featured listings

Features:

- Category & location filters
- Map view
- Search functionality
- Owner dashboard

5.2 Treatment Catalog

- Treatment list and procedure details
- Cost estimates
- Hospital offerings and comparison

Examples: Cardiology, Oncology, Orthopedics, Cosmetic, Fertility, Transplant

5.3 Wellness & Ayurveda

- Ayurveda, Yoga, Naturopathy, Spa, Rehabilitation

Features:

- Listings, booking, package pricing, reviews

5.4 Cost Comparison

- Estimated costs
- Hospital-wise and city-wise comparison
- Currency conversion

5.5 Visa Module

- Medical visa information
- Required documents
- Embassy details
- FAQs

5.6 Travel Module

- Airport information
- Hotels
- Travel partners
- Local transport

5.7 Patient Journey Module**Lifecycle Flow:**

1. Visit portal
2. Search treatment
3. Shortlist hospitals
4. Request consultation
5. Upload reports
6. Hospital response
7. Visa guidance
8. Travel booking

9. Treatment
10. Follow-up
11. Feedback

Features:

- Patient dashboard
- Case tracking
- Document upload
- Notifications

5.8 Marketplace Features

- Unlimited listings
- Categories & filters
- Booking system
- Reviews & ratings
- Subscription model
- Owner panel
- Map
- Featured listing

5.9 Booking & Consultation

- Appointment booking
- Video consultation
- Chat
- Payment & invoicing

5.10 AI Features

- AI chatbot
- Hospital recommendation engine
- Multilingual support
- Cost estimation

Optional: Voice bot

5.11 Admin Panel

- User management
- Hospital/listing management
- Payments & bookings
- Reports & content

6. Technical Requirements

- Cloud-ready, secure, scalable
- API-based architecture
- Mobile responsive

Allowed Tech Stack:

- Laravel / Node.js / Java / .NET

- MySQL / PostgreSQL
- AWS / Azure / GCP

7. Security

- SSL encryption
- Secure authentication
- Activity logs
- Backup systems

8. Performance

- Support global users
- High traffic handling
- Multilingual capability

9. Hosting

Cloud hosting is required.

10. Deliverables

- Source code
- Deployment
- Documentation
- Training
- Support

11. Timeline

Estimated Duration: 3 months

12. Vendor Eligibility

- Proven portal/marketplace development experience
- Experience in AI-enabled solutions
- Government project experience preferred
- Minimum 3 client references
- Company profile and annual report (minimum 3 years' experience preferred)
- List of similar projects with references
- Copy of PAN and GST registration
- Office presence in Delhi/NCR
- Minimum 3-year experience in related activity.

13. Evaluation Criteria

- Technical Expertise – 40%
 - (30% technical + 10% AI capability)
- Experience (last 3 years) – 25%
- Support – 10%
- Cost – 25%

14. Commercial Model

- Listing fees
- Commission model
- Advertisements
- Subscription plans

15. Service Level Agreement (SLA)

- 99% uptime
- Defined support response time

16. Support & Maintenance

- Minimum 1 year support (free of cost) from the date of handover the portal.
- Ongoing updates shall be undertaken as and when required, in accordance with the above-mentioned timeframe

17. Training

Comprehensive training must be provided to SEPC staff for portal operation and management.

18. Tender Submission Guidelines

Interested bidders must submit **hard copy bids only** in a sealed envelope clearly superscribed as:

“Tender for Portal/Website Development of Global Medical Tourism Marketplace”

Submission Address:

Services Export Promotion Council (SEPC)
417, 4th Floor, Prime Towers, Plot No. 79 & 80,
Pocket F, Okhla Phase I, New Delhi – 110020

19. Submission Deadline

Bids must be submitted **latest by 05:00 PM (1700 Hours), 9th April 2026**

Documents to Include:

- Company profile
- Technical proposal
- Financial proposal
- Project plan

20. Terms & Conditions

- Only sealed hard-copy bids will be accepted
- No online/email submissions allowed
- SEPC reserves the right to accept/reject any bid without assigning reasons
- All intellectual property rights will belong to SEPC
- Disputes will be resolved amicably; failing which, through arbitration
- Jurisdiction: Courts at New Delhi