

RSSDI Clinic Management System (CMS) Empanelment – Frequently Asked Questions

General queries

Q. What is the main objective of this Request for Empanelment (RFE)?

A. To empanel CMS vendors who can provide diabetes-focused, standardized, and interoperable CMS solutions supporting patient care, clinical workflows, and data-driven decision-making.

Q: Can you please share the RFE document?

A: Write to rssdi-kcdd@rssdi.in

Q: What is the process of CMS empanelment for Diabetology CMS Standards with RSSDI-KCDD?

A: Please find detailed empanelment requirements & process specifications in the RFE (Section 4) on the RSSDI/KCDD website.

Q: How many CMS vendors will be empaneled?

A: RSSDI-KCDD is looking forward to empaneling 8-10 (tentatively) CMS vendors.

Q: How can we get access to the NABH CMS standards and its Diabetes CMS Annexure?

A: The standards are available on the NABH website for free.

Link to NABH Digital Health Standards for Clinic Management Systems: [Click here](#)

Link to NABH Digital Health CMS Standards: Diabetes Annexure: [Click Here](#)

Q: Are there any fees associated with the Empanelment process?

A: There are no fees for the empanelment process. However, the vendor is responsible for all the expenses involved in the submission of a proposal and all other evaluation and empanelment related processes.

Q: Is there a deadline for RFE submission?

A: Yes. All proposals must be submitted by the date specified in the RFE document. Late submissions will not be accepted.

Q: What should be done if there is a delay in the ABDM certification process after the application?

A: It is recommended to coordinate directly with the NHA regarding any delays in the process.

Q. Whom should I approach for queries related to NABH certification?

A: Visit www.nabh.co or write in case of any query, please reach to us on dh2support@nabh.co

Eligibility related

Q: What types of CMS are eligible to apply for the empanelment process?

A: Vendors with proven CMS platforms that 1) include chronic disease management capabilities, 2) have been in the industry for at least 3 years, and 3) compliance with at least M1 ABDM compliance. Please study the detailed empanelment requirements in the PQ section (4.2, Stage 1) of the RFE.

Q: What diabetes specific features are required in the CMS product?

A: The applicant must comply with the NABH Digital Health CMS Standards: Diabetes Annexure by March 31, 2026. For more details, kindly refer to Section 4.2 of the RFE

Q: Is ABDM M3 certification a mandatory requirement for the application for the empanelment?

A: All vendors are expected to have M3 certification or commit to M3 certification by March 31, 2026.

Q: Is a fully functional CMS required for empanelment? What if the CMS covers only registration, billing, and OPD but lacks a Daycare module?

A: Vendors can perform a self-assessment using the provided RSSDI DCER SAT Excel workbook to confirm available features. The CMS will be evaluated based on 1) the product's maturity at the time of proposal submission, and 2) the commitment to develop remaining features within defined timelines.

Q: Will the empanelment cover an integrated product if the CMS module is not native but pre-integrated with another solution? Will the integrated solution also receive empanelment?

A: Empanelment is only for a specific product. If a product includes a partner module that is pre-integrated and sold as a combined product, the application can be made for the combined product.

Q: What documents are mandatory for submission?

A: Please refer to the RFE document and Annexures of the RFE document.

Q: Is NABH CMS certification mandatory for empanelment?

A: All applicants are required to commit to certification with 1) NABH Digital Health Standards for CMS. and 2) NABH Digital Health CMS Standards: Diabetes Annexure by March 31, 2026, to be eligible for empanelment.

Q: Is Reference Price to be given excluding taxes and optional add-ons?

A: Yes, the Reference Price is excluding taxes and optional add-ons. Please note the requested pricing of the additional modules will not be taken into consideration for calculating the Reference price.

Q: My product is sold in Hospitals and is also used by doctors in OPD. Is it eligible for empanelment?

A: A product which is used in standalone single doctor clinics is eligible. A product which is used only in hospital OPDs is not eligible. For evaluation of application, installations in only the standalone single doctor clinics would be considered.

Q: Can vendors provide the revenue from generic hospitals and diabetes hospitals as well, where multiple users have been using CMS as an integrated part of HIMS? And if yes, then should we consider the total project cost as a whole revenue out of it?

A: Please provide revenue for single doctor clinic installations as CMS revenue. Implementation of HIS/EMR solutions used in hospital OPDs will not be considered as CMS products for this evaluation. The RFE specifically focuses on CMS solutions.

Please note that the CMS will require NABH certification applicable to CMS products, and not the NABH certification applicable to HIS/EMR systems.

Evaluation related

Q: How will commercial evaluation be conducted as part of the RFE Empanelment process?

A: Commercial evaluation details are provided in Section Stage II.3 of the RFE document.

Q: How can CMS readiness be evaluated for empanelment?

A: CMS vendors can perform a self-assessment in the RSSDI DCER SAT workbook to evaluate their current maturity against the expected features as per NABH Digital Health Standards for CMS and its Diabetes Annexure. Contact rssdi-kcdd@rssdi.in for RSSDI DCER SAT workbook.

Q: What criteria will be used to evaluate CMS products?

A: Products will be evaluated against the NABH Digital Health Standards for CMS and its Diabetes Annexure. Vendors may use the predefined NABH test cases to understand and execute the testing process from the NABH website (www.nabh.co).

Empanelment related

Q: What is the duration of validity for the empanelment?

A: The empanelment is valid for a period of 2 years.

Q: Can empanelment be revoked?

A: Yes, empanelment is subject to termination under certain circumstances such as failure to meet performance standards, breach of contract, or non-compliance with regulatory requirements. Refer to the RFE document section 4.6 for further details.

Q: How will the vendors be informed of the empanelment decision?

A: Vendors are notified of the empanelment decision through official communication from RSSDI, which may include email correspondence.

Post empanelment related

Q: How will vendor performance be monitored after empanelment?

A: Performance will be monitored through periodic reviews against the vendor's commitments in RSSDI DCER SAT as given in section 5.6 of RFE document as well as Service Level Agreements (SLAs) in Annexure 14 covering uptime, response times, issue resolution, and support quality. There will be regular connect established between the RSSDI-KCDD team and the empaneled vendors for continuous progress review and support.

Q: Is training for clinic staff mandatory as part of the engagement and onboarding RSSDI member clinics post empanelment?

A: Yes, providing adequate training to the staff of RSSDI member clinics is an important and inevitable part of the engagement with RSSDI member clinics. Training provided by the empaneled CMS vendor may include onboarding, refresher sessions, and role-specific user training.

Q: What level of technical support is expected?

A: RSSDI-KCDD expects multi-channel support—including phone, email, and ticketing—being provided to the member clinics, with defined response and resolution times included in SLA (Annexure 14).

Miscellaneous

Q: Whom shall I contact in case of queries pertaining to RSSDI-KCDD CMS Empanelment process?

A: Please write to rssdi-kcdd@rssdi.in for any queries.