Statement of Work (SOW)

Narayan Memorial Hospital: Public Website & Admin Panel

This SOW sets out the work, deliverables, responsibilities and change control for finishing and launching the hospital website and Admin Panel.

1. Parties and Project Summary

Item	Detail
Client	Narayan Memorial Hospital, Diamond Harbour Rd, Behala, Kolkata
Service provider	Blue Waves Media
Client project owner	
Provider project manager	
Project name	Narayan Memorial Hospital Website & Admin Panel
Prepared	10 Nov 2026

The provider will complete, harden and launch a public hospital website and an Admin Panel that manages doctors, departments, appointments, diagnostic bookings, corporate and TPA partners, bio-medical waste (BMW) reports, analytics, feedback, blogs, users and roles, and settings.

2. Objectives

- Let patients book appointments and diagnostic tests online, around the clock.
- Give hospital staff one panel to run bookings, content and reports.
- Publish accurate doctor, department, tie-up and BMW compliance information.
- Control access with role-based permissions and keep an audit trail.
- Launch to production with backups and monitoring.

3. Scope of Work

3.1 In Scope

#	Work package	What the provider delivers
WP1	Discovery and review	Review of the current site and panel; confirmation of roles, notification channel and open questions in the SRS
WP2	Booking engine	Structured doctor schedules and leave; slot-based appointment and diagnostic booking with double-booking prevention; status workflow (Pending, Confirmed, Completed, Cancelled); emergency flag
WP3	Notifications	SMS or email on booking, confirmation, reschedule and cancellation; alert to front desk for new bookings and emergencies
WP4	RBAC	Dynamic roles and permissions per module (roles created and edited in the

#	Work package	What the provider delivers
		panel), seeded permission list, Users & Roles screens, server-side checks, protection of the last Super Admin
WP5	Admin modules	Completion and fixes of Doctors, Departments, Appointments, Diagnostic Bookings, Corporate, Insurance & TPA (including edit), BMW Reports, Reports & Analytics, Feedback, Settings, plus a new Blogs module (create, edit, categories, images, draft, schedule, publish) that feeds the public Blogs section
WP6	Public website	Doctor directory with search, department pages, booking forms, tie-ups, BMW reports, blogs listing and article pages with categories and search, feedback, contact page
WP7	Data clean-up	Fixes for the data issues like Validate doctor fee as a number within a set range (for example INR 100 to 10,000) and reject a fee such as INR 12 without a warning (fee validation, name formatting, department descriptions, file naming); loading of photos and BMW reports the client supplies
WP8	Security and compliance	Hashing, CSRF and rate limiting, delete confirmations, activity logging and an Activity Log screen, consent text, MFA (OTP: Something you receive via SMS or email) for Super Admin and Admin, careful handling of patient data
WP9	Testing	Functional, role-permission, security and mobile testing; defect fixing; client review support
WP10	Deployment	Production setup with backups, monitoring and a rollback plan
WP11	Handover	Source code, API documentation and credentials handover

3.2 Additional Features with this Plan

- Detailed activity logging for every user with admin login.
- Dynamic roles and permissions per module (roles created and edited in the panel), seeded permission list, Users & Roles screens, server-side checks, protection of the last Super Admin.
- Admin and Patient login through secure channel like OTP which is more robust than username & password.
- Career Portal Management
- News, Event & Announcement management
- Custom SEO management from admin panel
- Domain registration, hosting/server charges are included
- 50 days of complimentary technical support for bug fixes related to the delivered scope.

3.3 Out of Scope

The following are not included unless added through a change request:

- Electronic medical records, billing, pharmacy and inpatient management.
- Online payment gateway integration (provided by client).
- Integration with lab (LIS), hospital (HIS) or insurer systems.
- Patient login, report download portal and mobile apps.

- Sending reports to the patients directly with one click through any channel (RCS/Whatsapp/Email) which will be charged accordingly.
- Bengali and Hindi translation.
- SMS and email provider fees.

4. Deliverables

#	Deliverable	Format	Linked work package
D1	Confirmed requirements and open-question log	Document	WP1
D2	Booking engine with structured schedules	Deployed feature	WP2
D3	Notification service and message templates	Deployed feature	WP3
D4	RBAC with seeded roles and permission matrix	Deployed feature, document	WP4
D5	Completed Admin Panel modules, including Blogs	Deployed application	WP5
D6	Public website	Deployed application	WP6
D7	Clean data set and clean-up log	Database, document	WP7
D8	Security checklist and activity log	Document, feature	WP8
D9	Test plan, test report and defect log	Documents	WP9
D10	Production environment	Live system	WP10
D11	API documentation and source code	Documents, repository	WP11

5. Roles and Responsibilities

5.1 Provider

- Plan, build, test and deploy the work packages and deliverables.
- Give a weekly status report and flag risks early.
- Keep client data confidential and secure.
- Fix defects found during testing.

5.2 Client

- Name one decision-maker who answers questions within 2 working days.
- Supply the inputs the work needs, such as contact details, photos and content, on time.
- Test each release and give feedback within 5 working days.
- Pay the SMS and email provider fees.
- Own the final content and its accuracy, including doctor and BMW information.

6. Change Control

Any change to scope, timeline or cost is requested in writing and states its effect on cost and dates. Work starts only after both parties approve it. Examples: payment gateway, LIS or HIS integration, patient portal, extra languages.

7. Risks

Risk	Effect	Mitigation
Client inputs arrive late	Delay to launch	Weekly follow-up
Booking flow has hidden defects	Extra effort	Early testing; change control
SMS sender approval takes weeks	Notifications late	Apply early; start with email
Patient data exposed	Legal and reputation harm	Encryption, RBAC, audit log, security testing
Scope grows	Overrun	Change control

8. Confidentiality, Data and Ownership

- Both parties keep the other's confidential information private during and after the project.
- Patient and staff data is processed only to deliver this work and kept secure; the provider reports any breach to the client without delay.
- On final payment, the client owns the project code and deliverables; the provider keeps rights to its general tools and know-how.
- At the end, the provider returns or deletes client data and removes its own access.

9. Technical & Commercial Terms

Estimated Delivery: 7–9 weeks from project commencement, subject to timely receipt of content, approvals and required information.

Content & Materials: The hospital will provide the required text, doctor information, photographs, logos, service details and other relevant materials.

Additional Requirements: Any functionality or development requirement beyond the agreed scope will be estimated and quoted separately, subject to mutual approval.

Total Project Cost: ₹1,35,000/-

Applicable GST shall be charged additionally.

Payment Schedule:

- 50% Advance – ₹67,500/- upon project confirmation.
- 30% – ₹40,500/- upon completion of the major development stage.
- 20% – ₹27,000/- before final deployment and handover.

Work shall commence upon receipt of the advance payment.