Annual Maintenance Contract (AMC)

Narayan Memorial Hospital – Website & Admin Panel

1. Project Details

Particulars	**Details**
Client	**Narayan Memorial Hospital**
Address	Diamond Harbour Road, Behala, Kolkata
Service Provider	**Blue Waves Media**
Contract Duration	12 Months
Contract Type	Annual Maintenance Contract

2. Objectives

To ensure the smooth functioning, security, stability and maintenance of the hospital's existing website and Admin Panel, including appointment booking, diagnostic booking and other delivered functionalities.

3. Scope of Work

The AMC shall cover the following maintenance services:

1. **Website Maintenance:** Troubleshooting and fixing existing website errors, broken links and display issues.
2. **Admin Panel Maintenance:** Bug fixing and maintenance of existing administrative modules.
3. **Booking System:** Technical maintenance of doctor appointment and diagnostic booking functionalities.
4. **Database Maintenance:** Routine database health checks and optimization.
5. **Security Maintenance:** Compatible security patches and software dependency updates.
6. **Backup Monitoring:** Monitoring of scheduled website and database backups, subject to hosting capabilities.
7. **Performance Monitoring:** Basic website performance checks and troubleshooting.
8. **Content Updates:** Minor text, image, doctor details and contact information updates.
9. **Technical Support:** Remote assistance for existing website and Admin Panel functionalities.

4. Exclusions

The following services are not included in the AMC and shall be charged separately:

- New features, modules or functionality development.
- Website redesign or major UI/UX modifications.
- Third-party integrations, including HIS, LIS and payment gateways.
- Domain renewal, hosting/server and infrastructure charges.
- SMS, email, WhatsApp, OTP and other third-party service charges.
- Paid software licences and API subscription charges.
- Bulk content uploading, data entry and major database restructuring.
- Issues arising from unauthorised modifications by the client or third-party developers.

5. Support Terms

- Critical issues: Initial response within 4 business hours.
- Resolution timelines shall depend on the nature and complexity of the issue.

6. Client Responsibilities

- Provide necessary access credentials and information required for maintenance.
- Ensure timely renewal of domain, hosting and third-party services.
- Provide accurate content and information for website updates.
- Report technical issues promptly.
- Ensure that no unauthorised modifications are made to the website or Admin Panel.

7. Maintenance Period

- The paid AMC shall commence immediately after completion of the complimentary support period.
- The AMC shall remain valid for 12 months from its commencement date.

8. Commercial Terms

Particulars	**Amount**
Annual Maintenance Charges (12 Months)	**₹30,000/-**
GST(18%)	**Extra**
Total	**₹35,400/-**

Payment Terms:

- 100% annual AMC charges payable in advance.
- Payment must be received before commencement of the AMC period.
- Additional development or services outside the agreed scope shall be quoted separately and undertaken only after client approval.

9. General Terms & Conditions

- The AMC covers maintenance of existing functionalities only and does not include new development.
- Blue Waves Media shall maintain reasonable confidentiality and security practices while accessing hospital systems and data.
- The hospital shall remain responsible for the accuracy of its published information and patient data.
- Website availability depends on hosting infrastructure and third-party service providers.
- Any additional requirement shall be subject to separate estimation and written approval.
- AMC renewal shall be subject to mutual agreement. Either party may discontinue the contract by providing 30 days' written notice.

10. Acceptance and Approval

Both parties agree to the scope, commercial terms and conditions mentioned in this SOW.

For Narayan Memorial Hospital

Name: _____

Designation: _____

Signature & Date: _____

For Blue Waves Media

Name: _____

Designation: _____

Signature & Date: _____