S.No.	Description	Owner	Status	Remarks	Datamate Status update	Datamate Remarks
	Points Updates and Remarks from Datamate				**Date: 03-Jan-2022**	
1	Datamate Infosolutions presented iHMS & iPACS	Datamate	Info	-	Completed	NA
2	Software updates are done every bi-annually. Software enhancements, release notes and bug fixes are done regularly.	Datamate	Info	-	Yes	This facility would be available if the customer is under continuous AMC
3	Hospital software provided by Datamate and Tally ERP 9.0 are Integra table. The billing & purchasing modules of the iHMS can be reconciled directly into Tally accounting software.	Datamate	Info	-	Yes	NA
4	Warranty period of product is 12 months from date of project acceptance	Datamate	Info	-	Yes	From the date of Go-live
5	1. Annual Maintenance Contract (AMC) is 15% of project value.	Datamate	Info	-	Yes	AMC will be applicable after one year of go-live
	2. Comprehensive Maintenance Contract (CMC) is not available from DATAMATE.				Yes	NA
6	**Customer Support**	Datamate	Info	-		
	1. Online support. DATAMATE will provide 24 Hours a day 7 days a week online support. Three staffs are dedicated by DATAMATE for online support.				Yes	NA
	2. ON-SITE support. DATAMATE will provide technical onsite support in hospital premises with a 4-hour response time for critical problems.				Yes	Depends on the severity of the Problem.
7	**Software Platform** Software platform for iHMS – ORACLE. Software platform for iPACS – open source. Datamate to provide details of software architecture for iHMS & iPACS.	Datamate	Info	-	Yes	Please refer to the files attached - 1)Application Architecture of Ellíder Hospital Information System.pdf 2) PStation PACS Architecture.pdf
8	**Escalation Chart**	Datamate	Info	-		
	1. DATAMATE to provide technical escalation chart contact details.				Yes	Will be shared after the PO is Signed(After signing the PO only we will be assigning the project team and escalation levels
	2. DATAMATE to provide management escalation chart contact details.				Yes	
9	On-site feasibility study for integration of iHMS & iPACS in all relevant departments will be done by Datamate after confirmation of order.	Datamate	Info	-	Yes	Will be done after the PO and the advance is issued

10	Datamate to provide details of all available Software Modules along with the details of each module for iHMS & iPACS. To clearly state which are the modules that are included in the basic package and which will have to be purchased at additional cost.	Datamate	Info	-	Yes	Please refer to the attached file of HIS - Prerequisites Form -SRK TVM.xls
11	Datamate to furnish information on the end user licensing details for iHMS & iPACS.	Datamate	Info	-	Yes	Will be enclosed in the Proposal after getting the HIS - Prerequisites Form -SRK TVM.xls
12	Datamate to revert back with server requirement on client side.	Datamate	Info	-	Yes	Will be enclosed in the Proposal after getting the HIS - Prerequisites Form -SRK TVM.xls
13	Customization of software according to the workflow of RKMACH will incur additional charges.	Datamate	Info	-	Yes	Additional charges for customization will be enclosed in the Proposal
14	Resources allocated for project implementation 4 personals. Project implementation duration 90 days. 2 staffs will be provided on-site for entire project implementation duration.	Datamate	Info	-	Yes	The number of persons will depend on the resource availability. The project will be handled in a hybrid model- off-shore/On-site
15	Payment terms = 50% advance, 25% + 25% progressive payment. Terms are negotiable.	Datamate	Info	-	Yes	This is our general payment terms.
16	Datamate to provide the following documents;	Datamate	Info	-		
	a. Company Profile				Yes	will be send by mail
	b. iHMS brochure				Yes	will be send by mail
	c. iPACS brochure				Yes	will be send by mail
	d. All relevant technical details/write-up.				Yes	will be enclosed with the Proposal