**Scope of Services**

Scope of services (deliverables) of the CRM module going forward

**Deliverables**

Appointment functions

* Delinking of procedure/ complaint with specialties
* Making procedure / complaint a text box instead of combo box.
* Launch of OP feedback from appointment list itself

Feedback form (The revised format already in the system)

* Creating two sets of data to be uploaded into the system one for the general feed back
* Second one is for taking feedback and creating an appointment system (for select identified data set)
* Following up the appointment system to completion at the hospital level and close this loop with feedback on services made available through call centre on hospital appointment (format available)

Grievance management system

* Integration of the all the SGRMS sources and CGRMS portal data including the call centre input into unified grievance management system instead of manually entering each one of the data
* Unified dashboard

EQ 5D 5L form

* Creation of work flow in the application
  + To upload the preauthorisation data
  + Take the data as per designed form
  + Upload the data in the system
  + Configuration of the first level data transaction to be updated in the same work list for post treatment quality of life care after 15 days of service availed (15 days post claim submission)feedback automatically
  + Create a structure feed back format as per the document provided
  + Create a formula of calculations of EQ 5D 5L (value-based care indicator) as given in the document to create a service satisfaction score
* MIS – DASHBOARD REPORTS AND RAW DATA
  + Create MIS reports for all the interventions as per the submitted MIS structure report form both in consolidated summary format and detailed data format.
  + Ensure all SQL queries are present for all the reports so that we do not have to download excel and create reports manually.
  + Create a dash board for each of the intervention as per the given structure

**Service Fee**

A total fee of INR 70,800 inclusive of taxes will be paid to the service provider. The payment will be released only on the completion of deliverables and invoicing by the service provider.

**Term**

This engagement shall commence upon execution of this Agreement. The Agreement shall continue in full force and is effect from **August 02, 2023** to **August 31, 2023**.