



# AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar P.O., Thrissur-680 555, Kerala, India.

Website : [www.amalanursingcollege.org](http://www.amalanursingcollege.org)

**FIRST CYCLE NAAC ACCREDITATION 2022**

## CRITERION 4

### INFRASTRUCTURE AND LEARNING RESOURCES

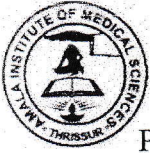
#### 4.4. IT Infrastructure

4.4.2 AMC

*Submitted to*



**THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL**



## END USER ANNUAL MAINTENANCE CONTRACT (E U A M C)

for

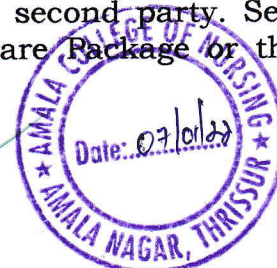
### HOMES (*Hospital On-line Management Empowering System*)

This EUAMC is an agreement between **Mr. Jemmu Arangassery** proprietor of **INFO CONNECTIONS** (software consultancy firm) referred hereinafter as “**first party**” and **Amala Institute of Medical Sciences** referred hereinafter as “**second party**” for the timely maintenance of the existing HOMES system.

- **SUPPORT SERVICES:** First party will provide support services related to the HOMES Software Package. Use of support services is strictly for the existing system and services include fixing the issues and making minor enhancements to the system. Any supplemental software codes provided to second party as a part of the support services are considered out of the scope of the Software Package and subject to charges.
- **MAINTENANCE OR SYSTEM ERROR RECOVERY TIME AND RESOURCE ALLOCATION:** First party is committed to run the HOMES system without any down time due to the software error. First party will recover any type of system down due to software error within **3 hours**, which will be calculated from the intimation received time. Non critical issues will be resolved in a timely manner and this will be communicated appropriately.
- **HOSPITAL MANAGEMENT AND END USER COMMUNICATION:** First party will provide an email system for the communication between first party and second party. This will enhance and ensure better understanding between two parties. Also there will be a phone number for end users to raise the issues with the support team. First party will send a weekly status report to the second party with the work progress of the reported issues. There will be a monthly in-person meeting between first party and second party.
- **BACKUP DATA AND SOURCE SECURITY:** The security of the system and data backup will be the responsibility of the second party. Second party may not make duplicate copies of the Software Package or the software tools accompanying the Software Package.

Prof. Dr. RAJEE REGHUNATH  
PRINCIPAL  
AMALA COLLEGE OF NURSING  
AMALA NAGAR P.O., THRISSUR-680 555

*Rg*



- **EUMAC CHARGES AND PAYMENT TERMS:** Second party shall pay the EUMAC charge of **Rs.10,00,000/-** (Ten Lakhs Only) per financial year. The payment schedule for the financial years covering the contract is as follows:

Installment	Date	Amount
1 <sup>st</sup> Installment	1 <sup>st</sup> April	Rs. 4,00,000 /- (Four Lakhs Rupees only)
2 <sup>nd</sup> Installment	1 <sup>st</sup> August	Rs. 3,00,000 /- (Three Lakhs Rupees only)
3 <sup>rd</sup> Installment	1 <sup>st</sup> December	Rs. 3,00,000 /- (Three Lakhs Rupees only)

- The service tax for the AMC charge will be deducted from the total AMC charge and to be paid by the first party.
- **EUMAC TERM and TERMINATION:** The Agreement is valid for financial years **2022-23**. Both parties may terminate the agreement with 3 months of written notice.
- **EUMAC SUMMARY:** This **EUMAC** is the entire agreement between first party and second party relating to the Software Package and the support services and they supersede all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Package or any other subject matter covered by this **EUMAC**.

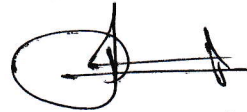


**Mr. Jemmu Arangassery**

Proprietor,

*INFO CONNECTIONS*

First Party



**Saiju C Edakkalathur**

Chief Operating Officer

Amala Institute of Medical  
Sciences, Thrissur

Second Party




Prof. Dr. RAJEE REGHUNATH  
PRINCIPAL  
AMALA COLLEGE OF NURSING  
AMALA NAGAR PO., THRISSUR-680 555