

May 21 , 2026

Dear Sir/mam,

Subject: Proposal for Reallist CQMS and Digital Checklist Solutions

Thank you for your interest in Reallist CQMS and our digital checklist solutions. We are pleased to present this proposal, which outlines how these tools are designed to strengthen your hospital's quality management framework, streamline compliance processes, and enhance overall efficiency—ultimately supporting sustained growth and improved patient outcomes.

We look forward to the opportunity to demonstrate how our solutions can add value to your operations.

Please feel free to reach out with any questions or for further clarification on any aspect of the proposal.

Item	Remarks
APPENDIX 1	Brief Introduction of Reallist SaaS - CQMS
APPENDIX 2	Quote and schedule
APPENDIX 3	Modules and functionalities
APPENDIX 4	General Terms

We look forward to partnering with you on the digital transformation of Grace Hospital's QHSE (Quality, Health, Safety, and Environment) management system. Our solution will streamline critical processes, strengthen compliance with standards, and drive ongoing improvements—ultimately supporting your commitment to delivering exceptional patient care, upholding robust operational standards, and fostering a culture of continuous quality enhancement.

Yours Sincerely,

Sooriyaoli A R
For Reallist

APPENDIX 1- BRIEF EXPLANATION ON HOW REALLIST SERVES AS AN EFFECTIVE COMPLIANCE AND QUALITY MANAGEMENT SYSTEM

Reallist is the culmination of deep industry insights and a vision to unlock the full potential of management systems. More than just a compliance tool, Reallist is designed to boost operational efficiency, empowering organizations to move beyond meeting certification requirements and truly leverage the power of quality management.

All too often, compliance activities are reduced to checking boxes for certifications, leaving their potential untapped. Reallist changes that by putting control back into the hands of our customers. Our comprehensive suite of applications enables users to carry out advanced management system activities on their own terms, using established frameworks such as ISO, NABH, JCI, or custom standards. Reallist is built with an intuitive design, universally accessible, and incorporating best practices to ensure seamless adoption across diverse organizations.

Unlike traditional systems, Reallist provides instant, actionable reporting, with integrated Corrective and Preventive Action (CAPA) modules that enable swift issue resolution. Its user-friendly interface makes it easy to assign responsibilities and set deadlines, while automated alerts ensure teams stay on track and meet their goals.

Reallist CQMS SaaS is an effective compliance and quality management solution designed to address the increasing complexities faced by healthcare professionals. It helps organizations navigate regulatory pressures, improve patient care, and enhance operational efficiency. Reallist turns quality initiatives into tangible improvements through features like root cause analysis, corrective action management, and automated alerts, reminders, and dashboards, ensuring that issues are resolved promptly and effectively.

Reallist supports compliance and accreditation by setting clear standards, tracking performance metrics, and fostering a culture of continuous improvement. It enables healthcare providers to streamline compliance processes, reduce manual effort, and maintain readiness for accreditation. Its closed-loop integration uniquely enhances productivity, efficiency, and effectiveness by providing tools for incident management, customer feedback handling, compliance checks, and quality tracking—all at an affordable price point that makes it accessible for a wide range of healthcare facilities.

Reallist's digital checklist solution empowers hospitals by streamlining day-to-day tasks, reducing paperwork, and enhancing operational efficiency. By aligning with **NABH standards**, Reallist helps ensure that quality checks are consistently thorough, training is up-to-date, and patient safety remains the top priority. Hospitals using Reallist are experiencing smoother compliance processes, better accountability, and more time to focus on patient care—exactly what accreditation should help achieve.

With Reallist, healthcare providers can efficiently adapt to changing regulatory landscapes, improve the quality of care, and foster a culture of accountability and excellence. Reallist empowers organizations to excel in this transformative era, supporting their journey towards becoming resilient, patient-focused, and compliant institutions.

APPENDIX 2A - PRICING SCOPE AND SCHEDULE

REALLIST CQMS	SaaS Product**		Fees payment as per schedule. Note: Being a cloud software and hosted on our own Infrastructure there are no other costs to be borne except having an internet connectivity and browsers on the devices.
	CQMS Quality Management	Quality Indicator, Active Audit, Incident Management Asset Tracker,* License tracker* Team Mapping Patient complaint and Feedback Management Andorid / iOS Mobile App	
IMPLEMENTATION SUPPORT AND TRAINING	<i>REMOTE SUPPORT FOR INITIAL ROLL OUT (SUPER USER TRAINING) AS WELL AS IMPLEMENTATION AND REMOTE TRAINING INCLUDED IN PROPOSAL</i>		Fees as per schedule see Appendix 2B

Note:

*** Features to be rolled out in the upcoming updates.**

**** Additionally, please note that no customization will be possible in the SaaS product.**

**** Remote Support for Initial Roll-Out: Only remote implementation and training are included in the proposal.**

**** Corporate Roll-Up and Dashboarding: This proposal currently excludes corporate-level data aggregation and dashboard capabilities. We can address these needs separately, once the database has matured enough to support consolidated reporting across all units in the coming years. Additionally, please note that no customization will be possible in the SaaS product.**

APPENDIX 2B –PRICING AND PAYMENT SCHEDULE

Reallist - CQMS PLANS		Users and checklists	INR	
	Plans		Yearly package	Monthly
1	Base Plan	6 users and 10 checklists	60,000	5,000
2	Standard Plan	30 users and unlimited checklists	1,20,000	10,000
3	Premium Plan	100 users and unlimited checklists with VOP(Patient's feedback)	5,00,000	50,000
Payment Schedules				
Stage 1 - On order confirmation 80%				
Stage 2 - On completion of implementation 20%				
GST addnl as per standard rates.				
Note annual subscription will increase @ 5 % every year. Annual Subscriptions billed in advance				
All VM costs, Storage, Security Monitorin g are included, no other IT infrastructure costs for clients				

Implementation one time payment which is cost 30,000

Confidentiality Notice: This proposal is intended solely for your hospital and contains confidential pricing and offer details. We kindly request that this information not be shared outside your organization.

PHASES	DAY 1				DAY 2				DAY 3				DAY 4			
PHASE 1A ACTIVATION AND IMPLEMENTATION OF CQMS/ MODULES																
PHASE 1B CONFIGURATION IMPLEMENTATION OF FUNCTIONALITY CQMS MODULES																
IMPLEMENTATION AND TRAINING (REMOTE)																

APPENDIX 3- SUMMARY OF FEATURES AND OUTCOMES DELIVERED BY REALLIST-CQMS

SNO	MODULE	FEATURES
1.	Healthcare Quality Indicator	Use a NABH-aligned library of quality indicators with flexibility to add new measures. Analyze QI trends against NABH criteria for proactive improvements. Streamline performance improvement projects aligned with NABH standards.
2	Incident Management	Manage incidents from initial reporting to resolution. Report and assign teams directly through the mobile app. Attach photos, investigate, and define action plans. Receive timely alerts and notifications to stay informed.
3	License Tracker*	Track compliance obligations, agreements, and permits. Set reminders and upload reference documents. Monitor due and overdue statuses. Generate timely reports and alerts.
4	Asset Tracker*	Track equipment and assets across departments. Monitor maintenance, warranties, and compliance. Set alerts for servicing and calibration. Generate reports on asset utilization and lifecycle.
5	Voice of Patients (Patient Complaint and Feedback Management)	Record complaints and assign teams Plan investigations, actions, and timelines Automated alerts, notifications, and resolution tracking Reports with reference links and Pareto charts Integrated patient feedback with NPS, service insights, rich analytics, and unlimited inputs
6	Active Audits	Monitor infection control bundles, hand hygiene, MRD, and prescription audits Get instant reporting with drill-down statistics Assign actions seamlessly and track closure

APPENDIX 4 – GENERAL TERMS–

4.1. Commencement of Work

The software Development/instance provisioning can be started within S + 3 days of receipt of technically and commercially clear purchase order along with Stage 1 Payment from the client, where S is the date of receipt of order by REALLIST.

4.2. Interruption of Work

Interruption of work due to reasons extraneous to the project may cause an extension to the project schedule, in proportion to the length of such interruption.

4.3. Availability of Personnel

The client is required to ensure that all personnel associated with the project are available to the REALLIST team for purposes of the project, whenever needed. REALLIST team will ensure that proper notice of such a requirement is provided to the Client coordinator. Continued non-availability of personnel, needed for a phase of the project, may lead to a delay in the completion of that phase.

4.4. Availability of Data

The client is required to ensure that all data necessary for the project and requested for by REALLIST is made available throughout the duration of the project. Any delay in providing such data may impact the project schedules, and consequently the project cost. REALLIST shall treat all such data provided by Client as company confidential and ensure confidentiality.

4.5. Availability of Resources

The Client shall ensure the availability of all resources required from the client for successful completion of work including Hardware, Software, Office Space, and Access to Client's facilities, etc (as applicable). Non-availability or delays in availability of these resources may impact project schedules, and consequently the project cost.

4.6. Extension to the Project

The scope of work under this proposal is as laid down in Appendix 3/4. Any work outside this, or in addition to it will be treated as outside the scope of the proposal and will be dealt with as an extension to the project. Additional pricing may be applicable for such extensions.

4.7. Disclaimer

REALLIST will not be liable for any direct, indirect, special, consequential, or punitive damages of any kind resulting from the use of or the inability to use the above-mentioned software. REALLIST will also not be liable for any other intangible loss leading to loss of profit or business opportunity to the client.

4.8. Replication

Replication of the Systems developed by REALLIST for the client at other sites will be considered outside the scope of work and additional pricing may be applicable for this.

4.9. Interfaces

REALLIST will not be responsible for any impact on systems outside the boundary of what has been identified under the scope of work. Any changes required in these systems or their interfaces with the systems under scope will be taken up, as additional work and additional pricing may be applicable for this.

4.10. **Maintenance**

Maintenance work, beyond what is identified under scope, of systems developed by REALLIST will be taken up as additional work and additional pricing may be applicable for this except as part of Software as a Service

4.11. **Ownership of Software**

The IPR of the application code shall be with REALLIST and REALLIST will hold the selling, up gradation, customization, implementation, and training rights. All the information pertaining to Client will be treated as confidential by REALLIST.

4.12. **Termination of Contract**

REALLIST reserves the right to terminate the contract at any stage in case it does not receive the due payment within 30 days of raising the invoice for the delivery/completion of any milestone.

Special Terms and Conditions

4.14. **Prices**

All prices quoted are net and will remain fixed and for an order placed within the validity period of this proposal if shipment is not delayed beyond the quoted delivery times at your request.

4.15. **Taxes**

Fees are exclusive of any taxes/GST

4.16. **Currency**

All prices are in INR.

4.17. **Proposal Validity**

The proposal validity period is 30 days.

4.18. **Delivery**

Prices quoted are FIS (Free into Server/Cloud Data centre).

4.19. **Schedule**

The actual schedule shall be circulated at the time of Project Kick-Off, the broad schedule is as per Appendix 2C

4.20. **Acceptance**

Software is assumed to be accepted by the client after a demonstration of the features as per the SaaS

4.2.1. **Terms of Payment**

The payment schedule as Appendix 2B

4.21. **Limitation of Liability**

In no event will REALLIST be liable to the client or any third party for any special, incidental, indirect, punitive, or exemplary or consequential damages, or damages for loss of business, loss of profits, business interruption, or loss of business information arising out of the use or inability to use the program or for any claim by any other party even if REALLIST has been advised of the possibility of such damages.

Our entire liability with respect to its obligations under this agreement or otherwise with respect to The Service shall not exceed the amount of the subscription fee paid by you for the Service in the current period.

Exclusion of Consequential and Related Damages. IN NO EVENT WILL EITHER PARTY HAVE ANY LIABILITY TO THE OTHER PARTY FOR ANY LOST PROFITS, REVENUES OR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COVER OR PUNITIVEDAMAGES,

WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING DISCLAIMER WILL NOT APPLY TO THE EXTENT PROHIBITED BY LAW.

4.22. **Confidentiality**

The Software as a service contains proprietary information of REALLIST that are protected by the laws of India and Client hereby agree to take all reasonable efforts to maintain the confidentiality of the Software as a service. Client further agrees to reasonably communicate the terms and conditions of this Agreement to those persons employed by Client who come into contact with or access the Software as a service, and to use reasonable efforts to ensure their compliance with such terms and conditions, including but not limited to, not knowingly permitting such persons to use any portion of the Software as a service for a purpose that is not allowed under this Agreement.

4.23. **Force Majeure**

REALLIST shall have no liability to the Client under this agreement if it is prevented from or delayed in performing its obligations under this agreement, or from carrying on its business, by acts, events, omissions, or accidents beyond its reasonable control, including, without limitation, strikes, lockouts or other industrial disputes (whether involving Our workforce or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors.

4.24. **Law**

This Agreement shall be governed and construed in accordance with the laws of the Republic of India. Any dispute arising in relation to or because of this Agreement, which cannot be settled amicably through negotiations between the parties, shall be subject to the courts of Chennai, India.