



Amenity Forge

Annual Maintenance Contract (AMC)

Comprehensive Web Application Maintenance & Support

Annual Maintenance Contract

₹6,00,000

Per Annum (12 Months)

Dedicated Professional Team | 24/7 Support | Complete Maintenance

1. Contract Overview

This Annual Maintenance Contract (AMC) is entered into between **Amenity Forge** (Service Provider) and the Client for comprehensive maintenance, support, and management of the web application platform.

Contract Duration: 12 months from the date of signing

Contract Value: ₹6,00,000 (Six Lakhs Indian Rupees) per annum

Payment Terms: Half-yearly payments of ₹3,00,000 or full annual payment upfront

□ Dedicated Professional Team

Assigned Professional Team Member

Amenity Forge will assign a dedicated team of one professional person who will be responsible for maintaining the entire web application. This professional will serve as your single point of contact and will have comprehensive knowledge of your platform.

Professional Responsibilities:

- ✓ Complete ownership and accountability for web application maintenance

✓ Regular monitoring and health checks of the platform

✓ Proactive issue identification and resolution

✓ Code updates, bug fixes, and performance optimization

✓ Database maintenance and optimization

✓ Security updates and patches

✓ Server and infrastructure management

✓ API integration and third-party service management

✓ Documentation and knowledge transfer

✓ Regular reporting and communication

2. Scope of Services

□ Technical Maintenance

• Regular code updates and patches

□ Security Management

• Security vulnerability assessments

<ul style="list-style-type: none">• Bug fixes and error resolution• Performance optimization• Database optimization• Server maintenance• Security updates• Backup and recovery	<ul style="list-style-type: none">• SSL certificate management• Firewall configuration• Data encryption updates• Access control management• Security audit reports• Threat monitoring
<div><div>□ Monitoring & Analytics</div><div><ul style="list-style-type: none">• 24/7 system monitoring• Performance metrics tracking• Uptime monitoring• Error log analysis</div></div>	<div><div>□ Feature Updates</div><div><ul style="list-style-type: none">• Minor feature enhancements• UI/UX improvements• Integration updates• API updates• Third-party service updates</div></div>

- User activity monitoring
- Monthly performance reports
- Analytics dashboard maintenance

- Compatibility fixes
- Mobile responsiveness

3. Support & Response Times

Priority Level	Issue Type	Response Time	Resolution Time
Critical	System down, security breach, data loss	Within 1 hour	Within 4 hours
High	Major functionality broken, performance issues	Within 4 hours	Within 24 hours
Medium	Minor bugs, feature requests	Within 8 hours	Within 3 business days

Low

Cosmetic issues, general inquiries

Within 24 hours

Within 1 week

Support Channels

- Email Support:** Available 24/7 for all priority levels
- Phone Support:** Available during business hours (9 AM - 6 PM IST) for Critical and High priority issues
- Remote Access:** For immediate resolution of critical issues
- Dedicated Communication:** Direct access to assigned professional team member

4. Maintenance Schedule

Daily Activities

- System health checks and monitoring
- Error log review and analysis
- Performance metrics monitoring
- Security threat monitoring

Weekly Activities

- Comprehensive system backup
- Database optimization
- Security patch review
- Performance optimization

- Monthly Activities

 - Detailed system audit
 - Code review and updates
 - Security vulnerability assessment
 - Performance report generation
 - Client review meeting
- Quarterly Activities

 - Major updates and enhancements
 - Comprehensive security audit
 - Infrastructure review
 - Strategic planning session

5. Service Level Agreement (SLA)		
Metric	Target	Measurement
System Uptime	99.5%	Monthly basis
Response Time	As per priority matrix	Per incident
Resolution Time	As per priority matrix	Per incident
Security Patches	Within 48 hours	Critical vulnerabilities

Backup Success Rate	100%	Daily backups
Performance Optimization	Monthly review	Page load time, API response

6. What's Included

✔ Included Services	✗ Not Included
✔ All maintenance activities	✗ Major feature development
✔ Bug fixes and updates	✗ Complete redesign projects
✔ Security patches	✗ New module development
✔ Performance optimization	✗ Third-party license fees
✔ Database maintenance	✗ Hosting/server costs
✔ Server management	✗ Domain registration
✔ 24/7 monitoring	✗ SSL certificate costs
✔ Regular backups	✗ Training sessions
✔ Monthly reports	✗ On-site visits
✔ Email support	✗ Custom integrations (major)
✔ Phone support (business hours)	
✔ Minor feature enhancements	

7. Payment Terms

Payment Options

- **Option 1 - Half-Yearly Payment:** ₹3,00,000 per half-year (2 payments)
- **Option 2 - Annual Payment (Recommended):** ₹6,00,000 upfront

Payment Schedule

- First payment due upon contract signing
- Subsequent payments due 7 days before the start of each period
- All payments via bank transfer, NEFT, or cheque
- GST (18%) applicable as per government regulations

8. Terms & Conditions

Contract Renewal

The contract will automatically renew for another 12 months unless either party provides 30 days written notice of termination before the contract expiry date.

Contract Termination

- Either party may terminate the contract with 30 days written notice
- In case of early termination, payment will be prorated for services rendered
- No refund for services already provided

Limitation of Liability

- Service provider's liability is limited to the contract value
- Not liable for indirect or consequential damages
- Client is responsible for maintaining their own data backups

Force Majeure

Neither party shall be liable for delays or failures due to circumstances beyond reasonable control, including natural disasters, war, or government actions.

☐ Contact Information

Service Provider: Amenity Forge
Email: amenityforge@gmail.com
Phone: +91-8920660801
Business Hours: Monday - Friday, 9:00 AM - 6:00 PM IST
Emergency Support: Available 24/7 for Critical issues

Service Provider	Client
<div>Authorized Signatory</div> <div>Amenity Forge</div> <div>Date: _____</div>	<div>Authorized Signatory</div> <div>_____</div> <div>Date: _____</div>

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Platform: Amenity Forge - Professional Web Application Services

Note: This is a standard AMC contract. Terms and conditions may be customized based on specific client requirements.

For queries or customizations, please contact our AMC team