

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

- Bug fixes and error resolution
- Performance optimization
- Database optimization
- Server maintenance
- Security updates
- Backup and recovery

- SSL certificate management
- Firewall configuration
- Data encryption updates
- Access control management
- Security audit reports
- Threat monitoring

#### **□ Monitoring & Analytics**

- 24/7 system monitoring
- Performance metrics tracking
- Uptime monitoring
- Error log analysis

#### **□ Feature Updates**

- Minor feature enhancements
- UI/UX improvements
- Integration updates
- API updates
- Third-party service updates

### • 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
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Critical	System down, security breach, data loss	Within 1 hour	Within 4 hours
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High	Major functionality broken, performance issues	Within 4 hours	Within 24 hours
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Medium	Minor bugs, feature requests	Within 8 hours	Within 3 business days
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## 5. Service Level Agreement (SLA)

### 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

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

## 6. What's Included

### ✓ Included Services      ✗ Not Included

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

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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

**Service Provider**

**Client**

Authorized Signatory

Amenity Forge

Date: \_\_\_\_\_

Authorized Signatory

\_\_\_\_\_

Date: \_\_\_\_\_