

Annual Maintenance Contract Agreement

BETWEEN

Raskot Municipality

AND

Mero Network Pvt. Ltd.

MeroNetwork NMS Agreement with Raskot Municipality

This is a AMC agreement document between MeroNetwork Pvt Ltd and Raskot Municipality.

Formation of Contract

Acknowledgement and acceptance of this proposal will be made by Raskot Municipality Nepal entering into a legally binding various software and hardware System Contract with MeroNetwork inside of the proposal validity period stated below. At that time, both Raskot Municipality and Mero Network will become bound by the terms and conditions in said specific contract.

Proposal Validity Period

This proposal and the pricing contained herein will remain firm and valid for 15 days from date which the proposal is delivered Raskot Municipality

Raskot Municipality Responsibilities

The Raskot Municipality shall engage with the Developer on the agreed monthly dates to conduct check in reports. The organization shall provide all needed support and assistance as needed by the Developer for the troubleshoot of hardware and software.

The organization agrees to provide all the necessary information and services needed to the Developer and Engineers.

Amendments

No Amendments or modifications of this agreement shall be permitted without prior written consent between the parties.

Support Scope

The support scope contains hardware, software, networking and consulting for the data center.

Force Majeure

Neither party shall be considered in default or breach of contract in the instance of any delay pertaining to an act of god such as fire, explosion, Flood, or acts out of the control of such party such as riot, war, or terrorism. In the event of such acts occurring the party is expected to notify the remaining party of such actions as well as a resolution date.

Any and all notifications in regard to this mobile application development agreement shall be delivered via email, person, or certified letter by the respective parties to the following addresses:

Developer: Rajendra KC
rajendra@meronetwork.com

Client: organization
raskotmun@gmail.com

Governing Law

This mobile application development agreement shall be governed by the laws of Nepal Government. Any and all Litigation pertaining to this agreement shall be under the jurisdiction as so.

Furthermore, the prevailing party shall retain the right for the reimbursement of any expenses resulting from such litigation.

Investment Summary

Data Center On-Premise solution		
Service Product / Module	UOM	
Full Data Center Capacity	1	
Total AMC Cost:		20% of Project Cost
ESTIMATED SERVICES		
Continuous Integration and development	Include d	Free
2. User training	7 days	Free
3. Go live support	Include d	Free
TOTAL		
PROJECT TOTAL		16,00,000

	Payment Terms : Full payment on actual
<ul style="list-style-type: none">Client has to arrange & accommodate Food/Travel and other Logistic support for other Team members during the project timeline.	
Yearly Cost	Rs. 16,00,000 In Words: (Sixteen Lakh only)

Terms and Condition

Support and Availability

Service coverage by MeroNetwork as outlined in this agreement follows the schedule specified below: On-site support: 9:00 A.M. to 6:00 P.M, Monday to Friday and Email support on Holidays and weekend Zoom-support: 9: AM to 5:00 pm Monday to Friday

Phone Support: 9: AM to 5:00 pm Monday to Friday

Email Support: 24-Hours. support@meronetwork.com

Support Scope:

Complete modification support on the existing modules, however new modules cost may incur based on features

Payment Terms

Vat & Taxes

- All the above cost is exclusive of 13% VAT.
- Full payment on actual date.

Confidentiality

The contents of this proposal are strictly confidential and neither Mero Network nor client shall divulge any information contained herein without obtaining prior written approval.

Client Responsibilities

During the product installation cycle, Mero Network will expect the following from client.

- Timely access to and availability of client Team members and roles as per the project's Project Management Plan, as well as on an as-needed basis.
- Clear, thorough, and timely information, direction, and decision making input will be provided by to Mero Network as needed during the project.
- Lodging & Food should be taken care by client on actual for support officer.

Acceptance:

The parties hereby acknowledged the receipt and understanding of this agreement in its entirety.

**Mero Network Pvt.
Ltd.**

Address: Lazimpat, Kathmandu

Name: Rajendra KC

Designation: Director

Raskot Municipality

Address:

Name:

Designation:

Date:

Date:

Signature:

Signature:

Company Seal:

Company Seal: