Proposal for software support and maintenance

Prepared For





Submitted by



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# Introduction

ZOOM IT is one of the leading IT Company, specializing in Software development and Internet Marketing.

Working primarily with the custom platform and its tools for designing and developing corporate company sites, ZOOM IT has developed outstanding projects that have delivered unparalleled growth for our clients.

Our team works closely with its clients and by listening to and discussing their requirements we provide flawless business solutions. Our mantra is based on mutual growth and we have a list of successful business associations that guarantee our work and signature our work efficiency. With our experienced team, we design solutions on time, every time.

**S**upport and Maintenance

4 Application Support and Maintenance we divide into two parts

1. the **Basic** Where we will provide support to keep your applications live all the time and remove wrong entries.
2. **Advance** there you can do any type of development and customization.

**C**OSTING

The following cost breakdown is based on the information currently available.

**P**lease Note

* **Basic** support per month **80,000/- taka** (excluding development)
* **Advance** support per month **120,000/-** **taka** (including development)
* Moreover, the development cost may be negotiable

**P**ayments Terms

Our support and maintenance costs are prepaid.

100% of the total monthly cost shall be paid on accepting the Proposal along with a work order.

**S**UPPORT & MAINTENANCE

The following are the service agreement between ZOOM IT. &Client.

* Support & Maintenance will cover fixing all bugs and system errors.
* Support & Maintenance will include updating of client website with content, image, video, adding similar new webpage in the same format and layout.
* ZOOM IT will not accept any design tweaking and semi customization during the support and maintenance period. Any Customization and Design update will be subject to an additional charge.
* ZOOM IT will provide all the necessary support to keep the web site running as it should be.
* ZOOM IT will update the Client’s website with current information whenever provided to us. The website updating will take a minimum of 1 working day depending on the number of updates.
* Client will not need to have an IT department to handle their website. ZOOM IT will provide the end-to-end solution.
* Our office is closed on Friday and Saturday, and our weekly working hours are 10 AM to 6 PM (Except during prayer).
* Our Support & Maintenance Service will include the following:
  + We will monitor your site for up/down and performance issues during the support & maintenance period.
  + We will keep your website up to date and secured during the support & maintenance period.
  + We will provide on-call web support services during the support & maintenance period.
* Free Training in ZOOM IT office with video tutorial.

**T**ERMS & CONDITION

The following are the Terms & conditions of the Proposed System.

* The proposed project shall be 100% confidential & Unpublished by the Company (ZOOM IT).
* Client shall be the sole proprietor of the website.
* Re-distribution of the website shall be illegal for Client unless a contractual agreement has been made. (Subject to contractual agreement)
* Client will hold no rights to distribute the designs, code, database designs, HTML Components or other materials deemed necessary in the development of this website solution unless a contractual agreement has been made between both parties.
* We reserve the right to link back to our website, reference to work undertaken on behalf of a client for marketing purposes.

I hereby agree and accept all the above Terms& Conditions of the proposed proposal, and understand that by indicating agreement and acceptance above, and signing and returning this document I am contracting ZOOM IT. To undertake the work as described in the above proposal.

Agreed and Authorized By:

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