



DA SOFTWARE SOLUTIONS (Pvt) Ltd APPLICATION SOFTWARE MAINTENANCE CONTRACT

CONTRACT NUMBER : SW/LHP/06/12/0002 **DATE:** 01st September 2012

APPLICATION SOFTWARE : DASS "Personalized Cheque Printing" System

NAME OF CUSTOMER : LAKE HOUSE PRINTERS & PUBLISHERS PLC.
ADDRESS OF CUSTOMER : NO 41, W.A.D.RAMANAYAKE MAWATHA, COLOMBO 02

DATE OF INSTALLATION : 28th August 2009
PERIOD OF CONTRACT : 01/09/2012 – 01/09/2013

1. FINANCIAL CONSIDERATION

Initial Cost Rs. 1,250,000.00

Enhancements

Seylan Bank new system	36,000.00
BOC Serial Number	56,000.00
Change Exiting Serial Generation for MCB Bank	16,000.00
Label printing for cheques & CRN	24,000.00
Seylan Bank Report format change	10,000.00
Amana Cheque Printing	24,000.00
Seylan Bank Printing process change Main Branch to Dispatch branch	28,900.00
HNB Cheque Printing	280,650.00
Enhancement Total 2010-2011	475,550.00
NTB CRN change	28,800.00
Sampath Reply Mail	20,700.00
HNB Reports	12,500.00
New Company code for HNB	11,750.00
Re-Design Existing Report	47,250.00
NTB cheque branch name need to print in text	20,700.00
Batch Ticket Printing	78,660.00
Enhancement Total 2011-2012	220,360.00

Sub Total Rs. 1,945,910.00
Software maintenance Charge (12%) Rs. 233,509.20 + VAT

2. PAYMENT TERMS

2.1. 100% on Signing

2.2. Rates for the chargeable jobs please refer the annex II.

Application Software Maintenance Contract – LAKE HOUSE PRINTERS & PUBLISHERS PLC



DA Software solution (Pvt) Ltd., (Hereinafter referred to as DASS) agrees to provide software maintenance and related services for the Application software mentioned herein to the LAKE HOUSE PRINTERS & PUBLISHERS PLC and LAKE HOUSE PRINTERS & PUBLISHERS PLC agrees to accept same on the terms and conditions mentioned hereinafter.

DASS undertakes to attend to all software errors within 24 hours of such intimation by LAKE HOUSE PRINTERS & PUBLISHERS PLC. However all services and rectifications of any errors in the software occurred due to hardware failures, power failures/fluctuations and mishandling of the software by employees of LAKE HOUSE PRINTERS & PUBLISHERS PLC will be done on a separate basis and will be charged separately.

3. TERMS AND CONDITION:

- 3.1. By signing this software maintenance agreement LAKE HOUSE PRINTERS & PUBLISHERS PLC shall have the right to ask for any maintenance service inclusive of error corrections.
- 3.2. DASS shall guarantee that the software covered under this agreement shall be error free. If any malfunctioning or failure occurs due to program or design errors, DASS will attend to such problem and correct them free of charge. However this guarantee does not cover any errors malfunctions occurred due to hardware failures, power failures/fluctuations and mishandling of the software by employees of LAKE HOUSE PRINTERS & PUBLISHERS PLC
- 3.3. DASS shall provide modification to the existing report and screen changes free of charge provided that there are no changes to process logics or alteration to the schemas of the system which is defined as collection of list of files, Input Data Fields and calculated Fields in the database, List of source documents, screens and output reports.
- 3.4. If the service request demands include changes to process logics or new additions as defined above, DASS shall attend to same on a fee to be mutually agreed upon.
- 3.5. Any addition to the schema of the system which is will be treated as modifications for which the charges should be mutually agreed upon by DASS and LAKE HOUSE PRINTERS & PUBLISHERS PLC based on the programming hours.
- 3.6. LAKE HOUSE PRINTERS & PUBLISHERS PLC shall request DASS to attend the services in a formal manner via E-mails, on receipt of the request the DASS officer shall submit a estimate of cost only for chargeable jobs before attending the job.
- 3.7. The content of Annex I of this contract document specifically describes the services covered..
- 3.8. The items 3.3, 3.4, 3.5 and 3.6 DASS shall be done at the request of LAKE HOUSE PRINTERS & PUBLISHERS PLC and shall be done only once the terms are agreed upon.
- 3.9. DASS will provide consulting services by telephone communications and at the site where the problem arises.
- 3.10. This agreement is effective for a period of one year from the date hereof and shall be renewed for a further period on mutually agreed terms and conditions.

- 3.11. LAKE HOUSE PRINTERS & PUBLISHERS PLC shall pay the stipulated charges provided in this agreement as consideration for the services to be provided by DASS at the time of signing this agreement inclusive of VAT
- 3.12. Travelling expenses and cost of software personal on hourly basis will be added to service charges, for systems installed outside Colombo municipal limits.
- 3.13. LAKE HOUSE PRINTERS & PUBLISHERS PLC agrees that DASS will not be held liable for loss or profits or for claims against LAKE HOUSE PRINTERS & PUBLISHERS PLC by third party, unless the loss or profit or claim is directly due to any fault negligent or inferior maintenance of the system.
- 3.14. DASS shall be entitled to refrain from performing any of its obligations under this contract, if any amount due to DASS by LAKE HOUSE PRINTERS & PUBLISHERS PLC according to terms applicable under this Software Maintenance Agreement between LAKE HOUSE PRINTERS & PUBLISHERS PLC. LAKE HOUSE PRINTERS & PUBLISHERS PLC bound to pay the due amount with in thirty (30) days period, on receipt of invoice from DASS
- 3.15. This agreement will be governed by the laws of Sri Lanka constitute the complete and exclusive statement superseding all oral or written communication and any prior agreements between the parties relating to its subject matter.
- 3.16. The terms of this agreement will prevail notwithstanding any variance with the terms of any present or future order from the LAKE HOUSE PRINTERS & PUBLISHERS PLC for software support services.
- 3.17. LAKE HOUSE PRINTERS & PUBLISHERS PLC agrees that the services to be provided by DASS to rectify errors that may arise as a consequence of hardware failure or misuse, inadequate hardware capacity or mishandling of the system are considered to be outside the scope of this contract. Such work shall be subject to separate fee based on the nature of the job.
- 3.18. DASS, shall not be responsible for failure to render services due to Strikes, Flood, Fire and other causes beyond its control, but would use its best endeavours to remedy the failures and ensure that full effect be given to the terms of this Agreement in the sprit in which it was agreed.
- 3.19. DASS will appoint a technically competent person at all times to overlook the operations at client site and to present at site within 24 hours, whenever a need arises.
- 3.20. The LAKE HOUSE PRINTERS & PUBLISHERS PLC shall be entitled to terminate this agreement upon giving to DASS due notice of one (1) calendar month.

4. AUTHORISED SIGNATORIES:

LAKE HOUSE PRINTERS & PUBLISHERS PLC

Application Software Maintenance Contract – LAKE HOUSE PRINTERS & PUBLISHERS PLC



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Name :

Designation :

Date :

Witness (1) :

Name :

Date :

DA Software Solutions (Private) Limited

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Name :

Designation :

Date :

Witness (1) :

Name :

Date :

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Name:.....

Designation :.....

Date :

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Name:.....

Designation :

Date :

ANNEXTURE I



General

Maintenance agreement is a guarantee to give continuous support service and to attend any day to day problems or to provide any minor modifications that the client might ask for.

1. Services Covered Under Maintenance

- 1.1. Attending any problem arising from the way the system has been design and developed and to make sure that the system will provide accurate processing and information.
- 1.2. Any changes to text descriptions of the existing screen formats and reports.
- 1.3. Attending user training which are not extra ordinary
- 1.4. Assistance in reconciliation of data.
- 1.5. Simple reports and listing of data in the existing files, which do not require complex, file handling.
- 1.6. Disaster recovery provided that the disaster is due to some failure in the software.
- 1.7. To attend requests for any service not covered under maintenance, which are chargeable at hourly rates indicated in the header section of this agreement.

2. Services Not Covered Under Maintenance

- 2.1. File / Data corruption due to Power Failures, Hardware Failures, Mishandling of the System, and not adhering to operational instructions given by DASS.
- 2.2. Data corruption problems due to improper backups.
- 2.3. New reports, Screens, Features required by client from the time to time which involve complex file handling.
- 2.4. Additional training for new recruits as an when they are recruited.
- 2.5. Extraordinary training to be conducted repeatedly for the existing user.
- 2.6. Problems due to poor or insufficient Hardware such as Disc Space, Memory, Processing Power etc.
- 2.7. Software modifications or system outputs necessary to be attended due to new requirements, methods of calculations or changes stipulated by the government or any regulating body in time to time.