



PROPOSAL

FOR

WEBSITE MAINTENANCE SERVICES

AMC Proposal by Creaa ThinkDesigns

Website Annual Maintenance Contract Policy:

We define "AMC i.e. **Annual Maintenance Contract**" as keeping the web site current. It is not intended to be a new design.

We maintain a current backup, and archive all submitted files for your website.

We reserve the right to distinguish between "updates" and "new designs". Changing the navigation, the adding of new pages, graphic changes, buttons, etc. are considered new designs and charged accordingly to our hourly design rate.

It is the client's responsibility to review updates and notify us of any necessary changes that we need to make. There will be no charge for any errors on our part. However, if a change needs to be made due to client error, the regular hourly update fees will be charged.

Updates should be provided electronically as much as possible. Attachments should be in text format (.txt or Word .doc formats are fine). Send digitized pictures in common format such as .jpg, .gif, .ai, .psd, .png, .bmp, etc. Updates may also be sent by postal mail. This will require retyping data or the scanning of photos and will cost more to complete your changes.

Your web site may be using third-party components. We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites. Any changes to your site stemming from regulations of these third party components will be billed at the normal maintenance rate.

Any work required beyond the scope can be purchased at the rate of ₹ 2,500 per hour or issue basis.

Common Maintenance Requests

- Add new content including text, products, images and video to existing pages
- Add new pages including new content, images, videos, forms and add to navigation
- Update existing content including text, products or events, services, staff member information, images and video
- Update CSS styling (colors, text size, fonts, etc.)
- Update version software including plugins etc.

Our maintenance packages include the following services:

- Updating your site's software whenever new versions are released.
- Searching for stock images based upon your criteria.
- Adding e-mail accounts.
- Monitoring forums and comments, checking for spam.
- Proofreading provided content for typos and grammar errors.
- Posting new links and responding to webmaster e-mails.
- Emergency repairs due to hacker attacks.
- Keeping current backups.

Our maintenance services do not include:

- Redesign of the site, including changing any design elements.
- Logo creation.
- Creation of subdomains or new installations.
- Installing any new, third-party extensions (core extensions being enabled are acceptable).
- Changing of the template.
- Anything else not listed as included in this service.

Terms, Condition & Protocols:

- Remote desktop/access support
- 24/5 support, excluding weekends or national holiday, war or natural disaster etc.
- Updates are usually done within 2 to 24 hours
- Although we make every effort to make accurate changes, we would request you to review updates and notify us of any necessary changes that need to be made. We do not charge for changes that are our fault. However, if a change needs to be made due to client error, the regular hourly update fees will be charged.
- "Maintenance" is defined as keeping the website current. Website Maintenance is not intended to be a redesign or revamp.
- We reserve the right to distinguish between "updates" and "new design". New design work is charged at our website design rate.
- Updates should be provided electronically (by email)

PRICING PACKAGING :

The following table details pricing for the above described website maintenance package. This pricing is a one-year term.

Duration	Time Period	Expenses
1 Year	12 Hours	Rs. 30,000
1 Year	50 Hours	Rs.60,000
1 Year	100 Hours	Rs.80,000
@18% GST		