

Software Privacy & Policy

- a. **Coding** for the software will include testing, quality assurance, debugging and deploying the software.
- b. All licensing requirements for operating system, tools, database and applications will be the responsibility of client.
- c. All operating system, hardware and infrastructure configuration and issues resolution will be performed by client.
- d. The application software cost does not include cost of database engine (SQL Server), which will be required for multi-user installation.
- e. You will not share this proposal with any third party to study our specified business Solutions.
- f. Client will assign a dedicated staff to communicate with the representative of **GENTEC**.
- g. **GENTEC** Name & Contact details will be printed on all of the reports & sales receipt.
- h. Client will ensure to take daily backup of the scanned documents in order to avoid any hassle
- i. Software deployment, setting up to network and connectivity will be the responsibility of the client. Likewise, database administrator, backup and optimization will also be handled by the client resources.
- j. Any additional customization / reporting after scope work defines will be charged separately.
- k. Due to the rise in the cost of salaries and utilities each year, the maintenance cost would be increase yearly by 15% of the maintenance cost.
- l. **GENTEC** will not be liable for any corruption of company data.
- m. **GENTEC** will not be liable for any loss, wrong data entry / deletion of the data after the deployment of the software.
- n. **GENTEC** will require a project satisfaction letter/email within 30 working days after the completion of the project.