

Contract of Annual Maintenance

Contract of Annual Maintenance of the following website(s), is between

Brandwizz Communications Private Limited, hereinafter referred to as “Brandwizz” having its Registered Office at DLF Galleria, Unit 1417, Level 14 New Town, Action Area 1, Kolkata - 700156, West Bengal, India and **Deevee Fire & Security Solutions (India) Pvt. Ltd.**, hereinafter referred to as the “Client” having its Registered and Head Office at 16, Royd Street, Royd Plaza, 1st floor, Flat No:- 102 B, Kolkata - 700 016, West Bengal, India as on 08th May 2019.

Where in the website(s) under AMC are as follows:

Deevee Fire & Security Solutions (URL – www.deeveesolutions.com)		
AMC is for 1 year from 1st June 2019 to 31st May 2020		
Sl.	Services	Frequency
1	Web-Review Services	Weekly (Once in a Week)
2	Backup Services	Quarterly (Once in three months)
3	Technical Support	On Demand / Priority Service
4	Content Updation	10 Hours
AMC Fees is Rs. 4,840 (Rupees Four Thousand Eight Hundred & Forty). GST @ 18% Extra.		

Payment Terms:

1. The Client will make the full payment of AMC as mentioned above before the initiation of the AMC year. AMC commitments from Brandwizz are only applicable after receipt of the full payment of AMC.
2. The additional charges if any will be billed to the client as and when it arises, the payment for which needs to be done within seven days of the date of the invoice.
3. GST rates at 18% or as applicable will be charged on all invoices raised. Payment has to be made in cheque in account of “Brandwizz Communications Private Limited”.
4. In absence of the AMC contract, all services rendered by Brandwizz shall be charged as per the rates mentioned in Content Support section in this contract. Brandwizz shall, in such case, have no liability towards the Client with respect to the performance of the website.
5. The AMC charges are applicable only for this year. AMC charges for 2019–20 will be reviewed and proposed separately, with a minimum hike of at least 10% and maximum subject to the analysis of use of AMC services in the year 2019 – 20.

For **Brandwizz Communications Private Limited**

Indrajit Choudhury
Project Manager

AMC Services

Web-Review Services

1. The website is being reviewed in details, with manual checking of all its pages. Under this activity is it checked that if the website performance is as expected and the contents are getting displayed as they were supposed to do. The frequency of this service varies based on the package selected.
2. If any problem is identified in the website, it is immediately intimated to the client, along with an approximate time by which the problem will be resolved. And on completion of the support, a notification is been sent to the client. Services under this segment come under the Technical Support.

Backup & Restore Services

1. A backup of the content of the website and all its pages (including images and database) is being taken frequently by Brandwizz it its local server. The frequency of this service is based on your AMC package. This backup is used to restore if the website faces any major server failure or virus / malware attack.

Technical Support

1. If there is a programming bug / error surfaced in the coding of the website, the same shall be restored with top priority. This includes programming in the front end as well as the backend of the website.
2. Websites are vulnerable to malware attacks, virus attacks and SQL injection. As soon as the error is identified, the website will be restored in top priority. All necessary steps will be taken to bring the website back in action. Google Webmaster Tool will be used to restore the error message.
3. In either case above, the client shall be intimated the expected time to resolve the error.

Content Support

1. Content Support means Updation of content in the website. This only includes text, image content in the existing pages of the website – that exists as on the date of AMC.
2. This is a complete online support, and includes no client visit. All changes are to be sent by the client via email, courier or by hand. Any client visit required shall be **charged separately**.
3. Content Updation is limited to the hours of the Updation included in your AMC package. Any Updation beyond limited hours will be charged extra as per the prices listed below and shall be invoiced separately to you.

a.	Man-hours for Updation (Site & Content Pages)	Rs. 400 per hour
b.	Man-hour for New Technical Development (Web)	Rs. 800 per hour
c.	Man-hour for New Designing (Web)	Rs. 800 per hour
d.	Client's Local Premises Visit for AMC (including transit)	As per requirement
4. Updation hours (if any) remains unused in a particular year. 80% of the same can be forwarded to the next years AMC provided, the client continues with the AMC at prevalent rates.
5. Content Updation shall be done on top priority. On receipt of the updates, the client shall be intimated the expected hours required for the Updation, as the same will be deducted from his balance. Also on confirmation, the client shall be informed about the expected time of completion of the updates.
6. All changes above are applicable on the existing pages of the website. Addition of new pages, section, and content will incur additional costs as per Designing and Development as mentioned above.
