

भारतीय गैर न्यायिक

पचास  
रुपये

रु.50

भारत

INDIA

FIFTY  
RUPEES

Rs.50

INDIA NON JUDICIAL

नागालैण्ड NAGALAND

693362

### Website Maintenance Agreement

This website maintenance agreement is made between **RAMIETECH SOLUTIONS KOHIMA**, hereby referred to as the “Service Provider” and **KOHIMA COLLEGE KOHIMA**, hereby referred to as the “Client” on this day, the 21st day of October 2018.

The **Client** is contracting the **Service Provider** as a provider of Standard Website Maintenance Services.

#### What is included in this agreement:

1. Edit, revise, update or create new textual/minor graphical content.
2. Consultation, and guidance on the use of the web site.
3. On page SEO such as Meta tags (title, description, keywords), alt tag, h1, h2, h3.
4. Regular monitoring and updating to ensure impeccable performance across all major browsers since not all browsers render sites in the same way.
5. Protection against hackers from gaining access to your site, which can be troublesome and frequent if not dealt with efficiently.



6. Regular and thorough backups of your site so that it may be fully restored in case of loss.
7. Monitoring your website functionality to ensure that everything is working as it should and upgrade where necessary. Some plugins may become outdated and no longer work with the newest version of your website software. Plugins may need upgrading to accommodate the newer version or become obsolete with the improvements in the website software.
8. Downtime is highly inconvenient for any website owner and when it happens it is important to have someone on hand to help. We can assist you by liaising with the hosting company to sort out the situation as quickly as possible.

### **Compensation:**

The minimum charge for maintenance is ₹12,000.00 yearly, any additional work that is not included in this agreement will be charged at ₹1000.00 per hour. Services not considered 'standard website maintenance' are subject to be charged at a regular hourly rate of ₹1000.00 and will not be considered part of this contract.

### **What is NOT included in this agreement:**

1. Change requests such as website redesign, re-alignment or re-development equaling more than 25% change to web page, web site, web graphics on the website (i.e., 4 graphics on website, and you want 2 changed, there is a charge for anything above 1).
2. CMS design or integration including but not limited to blogs, shopping carts and web forums. These require a separate design agreement.

### **Total Agreement:**

The **Service Provider** shall provide the **Client** with minor updates to the web site for the period of this contract. The contract will be paid on Annual Basis with the 1st payment due as soon as initial contract is signed and each payment due around the date of initial payment of each year.

During the duration of this contract, the **Client** agrees that the **Service Provider** will be the sole provider of maintenance services for the web site, and no other party will have access to or rights to change the web site. If a party other than the **Service Provider** makes changes to the web site, any errors that are created must be repaired and will be charged for at the hourly rate specified above.



## **Validity of the Agreement:**

This agreement will be valid for a term of 1 year commencing on the date of signing the contract.

## **Renewal**

Unless the **Service Provider** is notified before the end of the applicable service period that **Client** wants to cancel **Website Maintenance Agreement** your service will automatically renew, and **Client** authorizes **Service Provider** to collect the then-applicable annual fee.

## **Termination of Contract:**

This contract can be terminated by either party by giving 30 days written notice to the other party.

## **Deadlines & Deliverables:**

The **Service Provider** will respond to all maintenance requests from Client within 48 hours on weekdays and 72 hours on weekends, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request. Maintenance requests received after 3 pm IST may not be completed until the next business day unless prior arrangements have been made. While most work will be done within this time frame; this is mostly precautionary.

The **Service Provider** will adhere to all committed deadlines for the deliverables in the maintenance requests at all possible costs. If the **Service Provider** has any issues in delivering on a committed deadline, Client will be notified via email or telephone the reason for any delay.

## **Meetings & Correspondence**

The **Service Provider** strives to maintain a minimal carbon footprint. Meetings and correspondence will primarily be conducted by phone and email.

## **Additional Services:**

Any revisions, additions or redesign Client requests the **Service Provider** to perform that is not specified in this document shall be considered "additional" and will



require separate agreement and payment. The **Service Provider** shall advise Client on any requested work that falls within these bounds.

### Authorization:

Client hereby authorizes the **Service Provider** to access their web hosting account, providing active username / password combinations for access to the server via FTP, assuring that 'write permissions' are in place on said hosting provider.

### Legal:

This Agreement shall be governed by and construed in accordance with the laws of the IT Act India applicable therein.

Signing this document means you agree to the terms of this document "**Website Maintenance Agreement**".

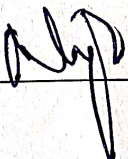
The undersigned agrees to the terms of this agreement:

On behalf of **KOHIMA COLLEGE KOHIMA**

Name: Dr. Rajimangla

Designation: Principal

Date: 21<sup>st</sup> October 2018

Authorized Signatory:  **Principal**  
**Kohima College**  
**Kohima**

On behalf of **RAMIETECH SOLUTIONS**

Name: KHANJIMONG

Designation: GENERAL MANAGER

Date: 21<sup>TH</sup> october 2018

