



## App Maintenance Plans

By Agicent App Company

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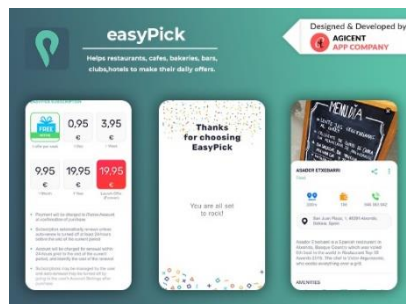
Valid Till 31st Dec 2023



- Creating Mobile Apps and Web for 12 Years (Est. 2010).

- Makers behind famous Apps like HASfit, Wellcure, SmartIRX, Pregmo and more.

- Ideation, Design, Development, Delivery, Testing, Maintenance.



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## 1. Executive Summary

This is a general Maintenance Scope and Commercial Defining document. This Maintenance Plan proposal works well with all Agicent's clients unless there is a specific customized plan made for customized needs of the clients. This document outlines the general scope of work when it comes to maintaining the App, its Backend (APIs, Database, Hosting, Infrastructure), Design, bugs and third party API upgrades.

Client can utilize the maintenance hours in new feature development, new design development as well however if that exceeds the monthly retained hours then those hours are to be billed separately.

## 2. Scope of the Maintenance Work

The maintenance applies on following

- iOS App and Android App.
- Web Parts/ Web App.
- Native APIs and Third-party APIs.
- Database, Design files.
- Any new feature development utilizing the maintenance hours.

Maintenance Tasks	Frequency
» Complete QA Testing by a dedicated QA Engineer and Business Analyst to figure out all possible Bugs – One-time effort.	One Time atleast for every new release.
» Fixing of Bugs as reported by the users or client on priority on Front end (iOS, Android) or Backend.	Anytime, as, and when needed.
» Periodical Code clean up whenever there is an update at both front end and backend if needed. ( A regular Practice)	If Needed
» Recording and managing the timesheets with tasks and hours gone into fixing those.	Regularly, Real time
» Upgrading the App for latest iOS, Android Version whenever an update comes from Apple or Google.	Anytime, as, and when needed.
» Upgrading the App or backend for the latest version upgrades on any third-party APIs used in the App (like map APIs, yelp APIs, payment APIs, Authentication APIs etc.)	Anytime, as, and when needed.
» Code repository maintenance.	Anytime, as, and when needed.
» Periodical Data backup.	Monthly
» Any new functionality development, feature enhancements or design change (beyond maintenance tasks).	Anytime, as, and when needed.
» Store upload whenever client wants with new functionality added.	Anytime, as, and when needed.
» Communication on behalf of client with App store, third party API or service vendors in case of any anomaly (App rejection, malfunctioning or anything else that is not expected).	Anytime, as, and when needed.

### 3. Commercials

Task Type	Price
» Estimation of 160 hours maintenance each month.	\$ 2900/ Month
» Estimation of 260 hours maintenance each month	\$ 4500/ month
» Hourly rate for tasks beyond 160 hours per month (on Need basis).	\$ 20/ hour

#### Important notes and Payment frequency -

- The turnaround will be within 24 hours or less after reporting of a bug or on issue.
- We will proactively plan the schedule tasks such as OS version upgrades, data backup, third party API upgrades as and when they are launched and announced.
- For monthly payment, you can pay 50 % at month start and another 50 % on month end.
- The code will be uploaded to the repository twice a month, i.e once at start of work month and second on month end or fortnightly.
- The timesheet can be created and managed at either Google sheets for simplicity or on Trello or Jira tracking tools.
- You can anytime lower or increase the maintenance hours, while minimum monthly commitment be 160 hours.
- If the total number of hours in a month are less than the committed hours (i.e 160 hours) then the leftover hours will be carried forward to the next month and be used for any work the client wants in the project.
- If needed, a prior estimation for any tasks can be provided to client before actually doing those for their approval and on completion of the work actual hours will be updated.
- Payments to be transferred via Bank Wire Transfer or Payoneer.com.
- The 160 hours or any other number of hours per month are collective hours put by Team of developers, so for example iOS Dev works for 20 hours, Android for 20 hours, Backend for 30 hours and so on.
- **For new Feature Development – Agicent proposes either hiring a dedicated development team on a monthly fee for full hour per personnel (160 hours a month) or another fixed price sub-project. Please ask us to create a customized Dedicated Development Team Plan and commercials for you if interested.**