



SAARC Development Fund

Request for Proposals
For
Annual Maintenance Contract (AMC)
SDF Website, Hosting, DNS
And
Related Services
www.sdfsec.org

Main Objectives

Scope of Work

- Home Page Banner/Content Updates
- Adding/Changing Content to a page
- Adding/Changing Image
- Adding New Link on the website
- Replacing/Correcting a link
- Updating Company Employee Profiles/Information
- Adding/Removing Old/outdated news
- Details about new openings in your company
- Adding a product/product detail
- Server Issues (Configuration and maintenance, Go Daddy, DNS, Hosting, FTP)
- Internal page content, images, design changes
- Homepage changes (Design, content, Banner and other frames)
- New Page creation with content, frames and designs
- Internal Page modifications
- Regular updates on design/ content as it becomes obsolete within very less time
- Make static website content to dynamic from time to time
- To update or add supplementary information
- To act in response to visitor's remarks/ recommendations
- To correct bugs and design problems
- To augment and/ or perk up the design
- Content Management
- Graphic Design Support
- Catalog Management
- Social Media content management & campaigns
- Email Campaigns and Newsletters Management
- Flash Advertisements & Presentation Updates
- Graphic updates or New Design
- Creating new Advertising material
- Functionality & design change
- Altering the usability of website
- Basic Search Engine Optimization
- asking updates and new website development
- Updating company directories and staff profiles
- Adding recent company news to the website
- creating new web pages with new products or services
- Updating product pricing and sales
- Adding promotions to the website
- Updating hours of operation, schedules, and contact information
- Changing an address or contact information

- Enhancing existing website content and pages for SEO
- Adding new images and content to your website
- Performing website updates and backups
- Fixing bugs or errors on your website
- Performing offsite local backups for you
- Reviewing link structure and sitemap
- Analyzing website for broken links
- SEO optimizing images and tags for search engines
- Website development and hosting
- WordPress website maintenance
- Web server migrations

In addition to completing all maintenance requests, your contract includes:

1. **Monthly Health Check:** Includes internal and external links, on-line forms, search facilities, site maps and any dynamic functionality.
2. **Quarterly Statement:** Details hours used, hours available and a breakdown of the work completed.
3. **Annual Design & Marketing Report:** Review to ensure your website is relevant, attractive, and functional properly according to current market trends.

Turn-around Time in Website Maintenance:

Website maintenance requests are submitted and responded via e-mail, call and WhatsApp messages only. Depending on the complexity of the request, the job will be completed in minimum time.

Responsibilities

1. Preventative maintenance – periodic checks on WEBSITE before problems occur
2. Avoid un expected WEBSITE crashes
3. Large cost savings compared to individual calls
4. Minimal downtime
5. Fixed annual rate to allow easy budgeting
6. Instant Phone & Remote Support
7. 1 Hour Reporting
8. Fast turnaround time
9. Experienced and well-trained technicians
10. 10 Years of experience in IT industry
11. Strict data privacy and protection policy's
12. Standby equipment provided in case of service delay
13. 100% Uptime / Replace solution guarantee

Mandatory Support

1. Hardware and Software Support (FTP, Backend, Hosting Server, DNS, SEO)
2. Software Assistance & Installation (Software to support the website from inside SDF)
3. Maintenance of IT infrastructure (with regards to the Website)
4. Hack Support (Anti-Virus, SSL Certificate, security of cloudflare or some other similar system.
5. Troubleshooting of website for any discrepancies
6. Office Network & Security Setup for access from SDF and out from vendor office
7. Onsite Visit by Engineers
8. 24/7 Support

A team of certified Computer & Network Engineers and a dedicated IT Support Desk must be available 24/7, to ensure minimum down time.

From 9.00am to 6.00pm (with optional round the clock extension through our Out of Hours service), the users and IT department should have a clearly defined, appropriately staffed and constantly available single point of contact to which to direct all IT faults, queries and requests. Users can access the service by phone, email, web portal and (where required) chat messenger.

Service Scope

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance
- Monthly system health check report submission to IT Dept. and also Admin.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 9:00 A.M. to 6:00 P.M. Monday - Friday
- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 6:00 P.M. Monday - Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 72 hours during the business week

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Contact List

No.	Name	Expertise for Issue	Contact (Email & Phone)
1		Project Lead	
2		Designer	
3		Coder	
4		Hosting, DNS, SSL, Cloud flare	
5		Backup	
6		Hosting Server	
7		Newsletter & Emailing	

ACCEPTED BY:

Client

Name:

(Please Print)

Signature:

Date:

Address:

ACCEPTED BY:

COMPANY

Name:

(Please Print)

Signature:

Date:

Address: