Memorandum of Understanding (MoU) and Service Level Agreement (SLA) between Acmatics and Client has been put together to establish a working mechanism between Acmatics, referred to as the Service Provider and Client (including all affiliates), referred to as the customer.

The Service Provider has been responsible for delivery of the Software Development Services. This agreement will serve as a framework, for items as listed below:
- New product development
- One off enhancements
- One off feature implementation request
- Projects related to the App future versions

Further, maintenance and bug fixing agreement have been incorporated in this document (Listed below).

Engagement Models:
- Time and Material
  - Client shares the requirement document in advance
  - Business Analyst to be involved if required on chargeable basis.
  - Requirements are estimated in Man Hours
  - Cost is calculated on hourly rate
  - Applicable to assignments below 50 Man Hours
  - Payment to be released on task accomplishment

- Monthly Cost
  - Full Time Resource
    - Availability of 40 hours per week per resource
    - Working Schedule - Monday to Friday, 10am to 7pm
    - Payment to be done in advance for each resource
    - Weekly timesheet to be submitted to keep track of work done
    - Direct client-resource communication

  - Part Time resource
    - Availability of 20 hours per week per resource
    - Working Schedule - Monday to Friday, 10am to 7pm
    - Payment to be done in advance for each resource
    - Only maintenance/bug fixing support and no new development work

Resource Cost:

Experience (Years)	Monthly Cost (Full Time resource)	Time and Material (Per Hour)
1-3	Rs. 70,000	Rs. 550
3-5	Rs. 1 L	Rs. 800
5-7	Rs. 1.4 L	Rs. 1100
7-9	Rs. 1.6 L	Rs. 1400

*For Part Time resource, cost will be half of Full time resource cost.

Service Level Agreement (SLA):
- Bug Fixing (Pre Beta launch):
  - First one Months of beta launch: All reported bugs to be analyzed and analysis report to be provided within 2 business days. Bugs to be qualified as:
    - **Severe:** Seriously jeopardizes the stability, performance and functioning of the App
    - **Moderate:** App works but the user experience is bad
    - **Low:** App works, majorly, as expected. In some instances user will face this issue
  - SLA for first one months of beta launch, depending on issue type:
    - **Severe:** 2+2 days. From the time the issue is identified to solution and update made available on the App store
    - **Moderate:** 2+3 days. From the time the issue is identified to solution and update made available on the App store
    - **Low:** 2+5 days. From the time the issue is identified to solution and update made available on the App store

- Bug Fixing (Post Beta launch):
  - Post beta launch: Assuming that we have done a good job at the product dev and testing side, there should be very few issues coming up at this stage. All reported bugs to be analyzed and analysis report to be provided within **one** business day. Bugs to be qualified as:

    - **Critical** : App crashes, Server goes down.
    - **Severe:** Seriously jeopardizes the stability, performance and functioning of the App
    - **Moderate:** App works but the user experience is bad

- **Low:** App works, majorly, as expected. In some instances user will face this issue
  - SLA for post beta launch, depending on issue type:

    - **Critical** : Analysis report to shared within 4 working hours
    - **Severe:** 1+2 days. From the time the issue is identified to solution and update made available on the App store
    - **Moderate:** 1+3 days. From the time the issue is identified to solution and update made available on the App store
    - **Low:** 1+5 days. From the time the issue is identified to solution and update made available on the App store

- Service Level Agreement for new development tasks: Development tasks include the following, but not limited to the list provided:
  - One off enhancements: Qualified as deliverable that can be completed within 1 – 10 business days.
  - One off feature implementation request: Qualified as deliverable that can be completed within 1 – 20 business days.
  - Projects related to the Client App future versions: These are typical projects that require more than 20 days to realize.
    - Criteria for One off enhancements and One off feature implementation:
      - Customer to provide Service Provider with a Statement of Work (SoW) document detailing the required feature/functionality/ enhancement/ project.
      - On receipt of the request (SoW), the Service Provider has Five business days to review and clarify on the expected deliverable.
      - At the end of five business days Service Provider to provide a document to the Customer detailing the implementation, # of man hours required, resources proposed, start date and end date.
      - At this point the Customer has two business days to review and discuss the proposal with the Service Provider and reach an agreement on the final details of the agreement.
      - Service Provider now has five business days to start work on the delivery

- Criteria for projects:
  - All projects to be worked out in a Lean, Scrum based delivery methodology.
  - After Customer communication of the need to start a project to the Service Provider, both parties need to agree on a date to conduct a requirement workshop. The date needs to be agreed by both parties within 10 business days of intimation by the Customer.
  - A day (or as required and mutually agreed) workshop to be conducted to understand the project details.

- At the end of the workshop, Service Provider has 5 business days to revert with a quote for the project.
- This quote to detail the implementation proposal, # of man-hours required, resources proposed, start date and end date.
- At this point the Customer has 5 business days to review and discuss the proposal with the Service Provider and reach an agreement on the final details of the agreement.
- Service Provider now has 15 business days to start work on the project.