

Table of Contents

Introduction	3
Purpose	3
Benefits to Acme, Inc.	3
Project Background	3
Scope of Services	4
Maintenance Activities	4
Exclusions	4
Service Details	4
Maintenance Schedule and Timelines	5
Service Delivery	5
Maintenance Phases and Timeline	5
Gantt Chart	5
Pricing and Payment Terms	6
Payment Schedule	6
Monthly Maintenance Fee	6
Risk Management and Contingencies	7
Potential Technical and Operational Risks	7
Contingency Plans	7
Escalation Paths	8
Team and Expertise	8
Key Personnel	8
Communication and Collaboration	8
Client Communication and Reporting	9
Communication Channels	9
Status Reporting	9
Feedback Incorporation	9
Post-Maintenance Support and SLA	9
Support Commitments	10
Service Level Agreements (SLAs)	10
Case Studies and Portfolio	10
Relevant Projects	10
Maintenance Outcomes	11
Client References	11



Conclusion and Next Steps 11

 Proposal Highlights 11

 Next Steps 11

 Approvals 11

 Kickoff 11



Introduction

Docupal Demo, LLC is pleased to present this maintenance proposal to Acme, Inc (ACME-1). This document outlines our plan to ensure the continuous functionality, stability, and improvement of your Unity-based virtual training application.

Purpose

Our primary goal is to provide comprehensive maintenance services. These services are designed to keep your Unity project running smoothly and efficiently. We will address any issues that arise, implement necessary updates, and proactively identify potential problems before they impact your users.

Benefits to Acme, Inc.

By partnering with Docupal Demo, LLC for your Unity maintenance needs, ACME-1 can expect:

- **Reduced Downtime:** Proactive maintenance minimizes disruptions.
- **Improved Performance:** Regular updates optimize application speed and efficiency.
- **Enhanced Stability:** Consistent monitoring prevents crashes and errors.
- **Dedicated Support:** Our team will be available to address your concerns promptly.

Project Background

We understand the critical role that your Unity-based virtual training application plays in your operations. This proposal details our approach to maintaining its peak performance. We have carefully considered your specific requirements and tailored our services to meet your needs. Our team has extensive experience with Unity projects and a proven track record of delivering reliable maintenance solutions.



Scope of Services

This section details the services Docupal Demo, LLC will provide to ACME-1 for the ongoing maintenance of their Unity-based virtual training application. Our goal is to ensure the application's continuous functionality, stability, and optimal performance. We will use tools such as Unity Editor, Visual Studio, Jira, Confluence, and Git.

Maintenance Activities

Our maintenance services encompass a range of activities, including:

- **Code Reviews:** We will conduct regular code reviews to identify potential issues, ensure code quality, and maintain coding standards.
- **Bug Fixing:** We will promptly address and resolve any bugs or defects reported in the application.
- **Performance Optimization:** We will continuously monitor and optimize the application's performance to ensure smooth and efficient operation.
- **Content Updates:** We will manage and implement updates to the application's content as needed.
- **Platform Compatibility Checks:** We will perform regular checks to ensure the application's compatibility with target platforms and devices.
- **Technical Support:** We will provide technical support to ACME-1's team for any issues or questions related to the application.

Exclusions

The following services are not included in this maintenance agreement:

- New feature development.
- Third-party asset licensing costs. These will be handled separately and require additional agreements if needed.

Service Details

Our maintenance services are designed to provide comprehensive support for your Unity application. We aim to address issues proactively and efficiently, minimizing downtime and ensuring a seamless user experience. Our team will work closely with ACME-1 to understand your specific needs and priorities, tailoring our services to



meet your requirements. We will maintain clear communication throughout the maintenance process, providing regular updates on our progress and any issues that may arise. Our use of Jira and Confluence will help in efficient task and knowledge management, ensuring transparency and collaboration.

Maintenance Schedule and Timelines

This section details the schedule for our Unity virtual training application maintenance services. The maintenance contract will span 12 months, starting upon agreement execution. We aim to provide consistent support and improvements throughout this period.

Service Delivery

We will deliver updates and fixes on a bi-weekly schedule. This ensures regular enhancements and prompt resolution of any issues. Critical hotfixes will be provided as needed outside of the bi-weekly cycle to address urgent problems.

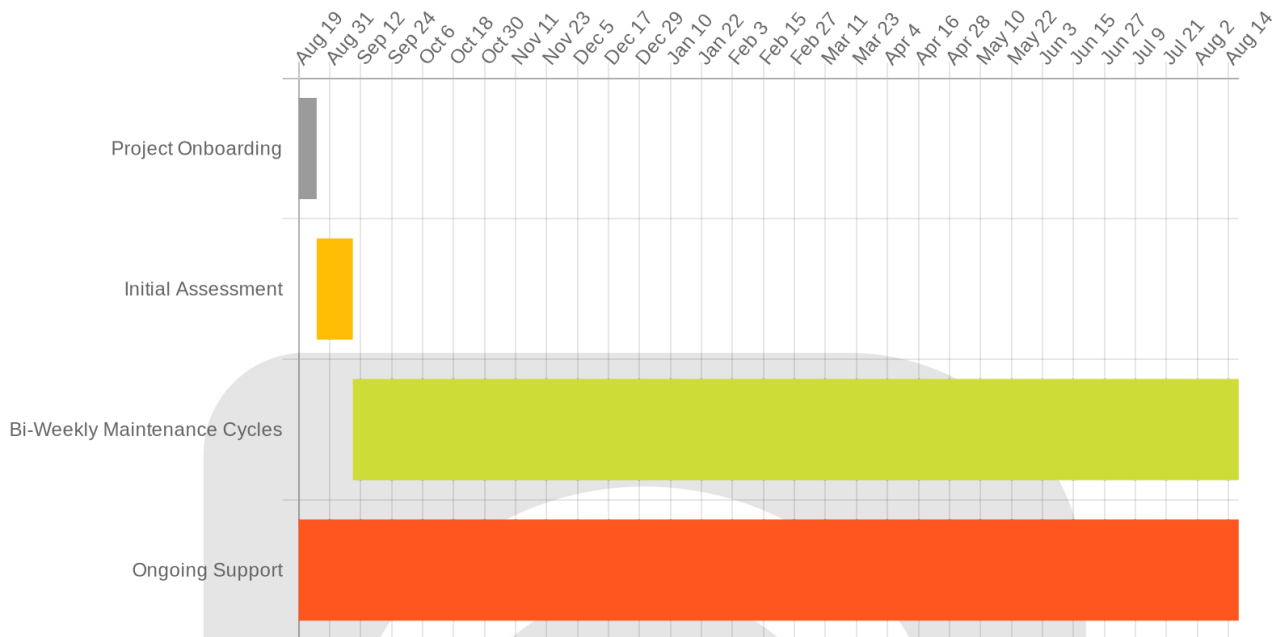
Maintenance Phases and Timeline

The following outlines the key phases and milestones for our maintenance services:

1. **Project Onboarding (Week 1):** Initial setup, code repository access, and environment familiarization.
2. **Initial Assessment (Week 2-3):** Comprehensive review of the existing Unity project, documentation, and infrastructure.
3. **Bi-Weekly Maintenance Cycles (Week 4-52):** Regular updates, bug fixes, performance improvements, and feature enhancements delivered every two weeks.
4. **Ongoing Support:** Continuous support via email and dedicated communication channels.



Gantt Chart



Pricing and Payment Terms

DocuPal Demo, LLC proposes a fixed monthly fee for the Unity maintenance services as detailed in this proposal. This fixed fee ensures predictable budgeting for ACME-1.

Payment Schedule

We will issue monthly invoices. ACME-1 will receive invoices at the beginning of each month for the services provided during the previous month. Payment is due within 30 days of the invoice date.

Monthly Maintenance Fee

The monthly maintenance fee covers all the services outlined in the Scope of Work section. This includes bug fixes, performance optimizations, security updates, and ongoing support.



Item	Price (USD)
Fixed Monthly Maintenance	[\$Amount]

The fixed monthly fee does not include any additional fees, unless ACME-1 requests services outside the scope defined in this proposal. Any work outside the scope will require a separate agreement and will be billed at our standard hourly rate. We will always seek ACME-1's approval before commencing any out-of-scope work.

Risk Management and Contingencies

Maintaining a complex Unity project involves inherent risks. We've identified key areas of concern and outlined our mitigation strategies.

Potential Technical and Operational Risks

Several technical and operational risks could impact the maintenance of ACME-1's Unity application. These include:

- **Third-Party Asset Compatibility:** Updates to Unity or third-party assets could create compatibility issues, potentially disrupting functionality. We will proactively monitor asset updates and conduct thorough testing to identify and resolve conflicts.
- **Unexpected Unity Updates:** While updates often improve performance and security, unforeseen bugs or changes in functionality can arise. We will establish a testing environment to evaluate Unity updates before deploying them to the production environment.
- **Integration Challenges:** Integrating new hardware or software may present unforeseen challenges. We will work closely with ACME-1 to understand their integration plans and conduct thorough compatibility testing.

Contingency Plans

We will address unforeseen issues on a case-by-case basis. Our approach involves:

- **Transparent Communication:** We will immediately inform ACME-1 of any identified issues.
- **Impact Assessment:** We will promptly assess the potential impact of the issue on the application's functionality and timeline.



- **Prioritized Resolution:** We will prioritize issue resolution based on severity and impact.

Escalation Paths

For critical problems requiring immediate attention, the following escalation path will be followed:

1. Primary Maintenance Contact
2. Technical Lead
3. Project Manager

Team and Expertise

Docupal Demo, LLC brings together a skilled team with extensive experience in Unity development and project management to ensure the success of your virtual training application's maintenance. Our team's expertise guarantees reliable support, proactive issue resolution, and continuous improvement of your Unity project.

Key Personnel

Our primary contacts for this maintenance project are John Smith and Jane Doe.

- **John Smith, Lead Unity Developer:** John has over 8 years of experience in Unity development. He is a Unity Certified Developer with a proven track record of delivering high-quality solutions. John will oversee all technical aspects of the maintenance, ensuring code quality, performance optimization, and adherence to best practices.
- **Jane Doe, Project Manager:** Jane has 5+ years of experience in project management and is PMP certified. She will be responsible for coordinating all maintenance activities, managing timelines, and serving as the main point of contact for ACME-1.



Communication and Collaboration

We prioritize clear and consistent communication. Our team will use regular stand-up meetings to align on priorities and progress. We also use shared documentation to maintain transparency. Collaborative code reviews will ensure quality and knowledge sharing across the team.

Client Communication and Reporting

Effective communication is key to a successful maintenance partnership. We will maintain open and consistent communication with ACME-1 throughout the maintenance period.

Communication Channels

We will primarily use Slack for quick questions and daily updates. Email will be used for formal communication and documentation. Video conferencing will be scheduled for weekly status meetings and any necessary discussions.

Status Reporting

ACME-1 will receive weekly status reports. These reports will summarize the work completed, ongoing tasks, and any potential issues. The reports will also include key performance indicators (KPIs) related to the Unity application's stability and performance.

Feedback Incorporation

We value ACME-1's feedback and will actively incorporate it into our maintenance roadmap. Regular meetings will be held to gather feedback and discuss priorities. This feedback will be used to adjust the maintenance plan and ensure it aligns with ACME-1's evolving needs.



Post-Maintenance Support and SLA

Docupal Demo, LLC is committed to providing ongoing support to ensure the continued success of your Unity-based virtual training application. This section outlines the support services available to ACME-1 following the completion of scheduled maintenance activities.

Support Commitments

We guarantee a response time of 4 business hours for critical issues reported during business hours (9 AM - 5 PM EST). Our team will be available to address any questions or concerns you may have regarding the application's performance or functionality. For emergency or after-hours support, please refer to the pricing section for additional cost details.

Service Level Agreements (SLAs)

Our commitment to quality and reliability is reflected in the following Service Level Agreements:

- **Uptime:** We guarantee 99% uptime for the application, ensuring consistent accessibility for your users.
- **Bug Fixes:** We will deliver bug fixes within agreed timelines, prioritizing critical issues to minimize any disruption to your training programs. Timelines for bug fixes will be determined based on the severity and complexity of the issue, and will be communicated to you promptly.

Case Studies and Portfolio

DocuPal Demo, LLC has a strong track record of maintaining and improving Unity-based applications. Our experience ensures we can provide reliable and effective maintenance services for Acme, Inc's virtual training application.

Relevant Projects

We have successfully delivered and maintained several Unity projects, including virtual training simulations and interactive product demos. Two particularly relevant examples include:



- **Virtual Training Simulation for GlobalTech:** We developed and maintained a virtual training simulation that mirrors real-world scenarios for GlobalTech.
- **Interactive Product Demo for InnovateCorp:** We created and maintained an interactive product demo showcasing InnovateCorp's latest product line.

Maintenance Outcomes

Our maintenance services consistently deliver tangible benefits to our clients. For example:

- **GlobalTech:** We achieved 99.5% uptime and a 40% reduction in user-reported issues through proactive monitoring and rapid issue resolution.
- **InnovateCorp:** We improved application performance by 30% and received positive user feedback by optimizing code and assets.

Client References

Client references and testimonials are available upon request to provide further assurance of our capabilities and commitment to client satisfaction.

Conclusion and Next Steps

Proposal Highlights

Our goal is to deliver proactive, reliable, and comprehensive maintenance for your Unity-based virtual training application. DocuPal Demo, LLC is committed to maximizing the value and lifespan of your Unity project through consistent support and improvements. We believe our team's experience and dedication make us the ideal partner for your maintenance needs.

Next Steps

Approvals

To move forward, we require approvals from your IT and Finance departments.



Kickoff

We project a kickoff within two weeks of contract signing. This will allow us to integrate with your team and begin the maintenance process.

