**AMC Tender Document for WooCommerce Website Maintenance**

**Client:** APCO Handlooms
**Website:** [www.apcohandlooms.com](http://www.apcohandlooms.com)
**Platform:** WordPress + WooCommerce
**Tender Title:** Annual Maintenance Contract (AMC) for E-commerce Website Maintenance & Support

**1. Objective**

To invite quotations/proposals from experienced agencies or freelancers for providing Annual Maintenance Services for APCO Handlooms' WooCommerce-based ecommerce website.

**2. Scope of Work**

The selected vendor will be responsible for:

* **Backups**: Website data should be backed up weekly and monthly to protect against loss.
* **Updates**: Regularly update WordPress core, WooCommerce, plugins, and themes.
* **Security Monitoring**: Constant scanning for malware, vulnerabilities, or suspicious activity.
* **Performance Monitoring**: Ensure the website is fast and available at all times.
* **Bug Fixing**: Resolve issues as they arise — for example, broken checkout pages or form errors.
* **Product Uploads**: You may want the vendor to help with adding or updating products — specify how many hours per month.
* **UI/UX Enhancements**: Minor improvements like banner updates, button color changes, layout tweaks, etc.
* **Monthly Reports**: A summary of what work was done, and how the website performed.

**3. Eligibility Criteria**

* Proven experience in WooCommerce website management (min. 2 years)
* Portfolio of at least 3 WooCommerce websites
* Must have knowledge of hosting, SSL, and payment gateway integrations
* Preferably based in India (Andhra Pradesh/Telangana

**4. AMC Duration & Type**

* Initial contract: 12 months (renewable)
* Mode: Remote/On-call support with response time within 24 hours

**5. Commercials**

Vendors must submit:

* Monthly/Annual AMC charges
* GST and other applicable taxes

**6. Evaluation Criteria**

* Experience & expertise in WooCommerce
* Quality of past work (based on submitted portfolio)
* Cost-effectiveness
* Turnaround time & support process

**7. Submission Details**

* Submit proposal to:
* Deadline:
* Contact person:
* Format: PDF / Hard Copy