Lumenpath
TRADING AND SERVICES

LUMENPATH TRADING AND CONTRACTING AND SERVICES

Commercial Registration No. 204255 • Doha, State of Qatar

ENTERPRISE MASTER SERVICE CONTRACT

ANNUAL MAINTENANCE CONTRACT (AMC) & SERVICE LEVEL AGREEMENT (SLA)

VEHICLE RENTAL & TRANSPORT MANAGEMENT SYSTEM (VRMS)

عقد الصيانة السنوية واتفاقية مستوى الخدمة البرمجية
لنظام إدارة النقليات وتأجير المركبات (VRMS)

Contract Ref: LP/AMC/ALSQR-2026/10 • Operational Term: 2026 – 2027

FIRST PARTY (SERVICE PROVIDER)

LUMENPATH TRADING AND CONTRACTING AND SERVICES

شركة لومينباث للتجارة والمقاولات والخدمات

C.R.: 204255 • Office 2, Barzan Complex, Al Aziziya, Doha

SECOND PARTY (CLIENT)

MKTB ALSQR ALDHHBA TRANSPORT (ALSQR)

مكتب الصقر الذهبي للنقليات

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DOCUMENT CONTROL & GOVERNANCE SUMMARY

METADATA FIELD	CONTRACT RECORD DETAILS
Document Title	Comprehensive Master Service Level Agreement (SLA) & Software Annual Maintenance Contract (AMC)
Document Identifier	`LP-AMC-ALSQR-VRMS-2026/2027-V4.0`
Client Name	Mktb Alsqr Aldhhba Transport (ALSQR) — مكتب الصقر الذهبي للنقليات
Service Provider	LUMENPATH TRADING AND CONTRACTING AND SERVICES
Software Covered	Vehicle Rental & Transport Management System (VRMS Enterprise Web Portal & Database)
Contract Term	12 Gregorian Months (01 October 2026 to 01 October 2027)
Gross Commercial Value	QAR 28,000.00 (Twenty-Eight Thousand Qatari Riyals)
Renewal Loyalty Discount	- QAR 6,000.00 (Six Thousand Qatari Riyals Special Concession)
Net Payable Consideration	**QAR 22,000.00 (Twenty-Two Thousand Qatari Riyals)**
Mandatory Payment Due Date	**100% Advance Payment on or before 15 October 2026**
Invoice Retrieval Channel	Direct Application Portal In-App Download (`/Site/PendingInvoices`)

Executive Approval & Version Tracking

VERSION	RELEASE DATE	AUTHOR / ENGINEERING TEAM	APPROVER (LUMENPATH)	APPROVER (ALSQR)
v1.0 - v3.0	2024 - 2025	Enterprise Solutions Group	Technical Director	Operations Head

VERSION	RELEASE DATE	AUTHOR / ENGINEERING TEAM	APPROVER (LUMENPATH)	APPROVER (ALSQR)
v4.0 (Final)	01 Nov 2026	Solutions Architecture & Legal	Managing Director	General Manager

> **Executive Purpose:** This Master Agreement establishes the definitive contractual terms, service quality standards, support response guarantees, cloud database administration routines, data protection controls, and commercial remuneration framework governing the ongoing operation of the VRMS software deployed at Mktb Alsqr Aldhhba Transport.

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> **Interpretation Note:** This Agreement is composed of the main body articles, commercial schedules, and technical annexures. All annexures attached hereto form an integral and legally binding part of this Master Agreement.

SECTION 1: PARTIES, LEGAL STATUS & COMMERCIAL AUTHORITY

This Master Service Level Agreement and Annual Maintenance Contract (the **"Agreement"**) is entered into on this **1st day of October 2026**, by and between:

1.1 THE FIRST PARTY (SERVICE PROVIDER):

LUMENPATH TRADING AND CONTRACTING AND SERVICES

شركة لومينباث للتجارة والمقاولات والخدمات

A limited liability enterprise incorporated and existing under the commercial laws of the State of Qatar, holding Commercial Registration (C.R.) No. **204255**, with its principal corporate domicile situated at Office No. 2, Barzan Complex, Al Aziziya, Doha, State of Qatar, represented herein by its Managing Director, who is fully empowered to execute binding agreements.

*(Hereinafter referred to as the **"Service Provider"** or **"Lumenpath"**)*

1.2 THE SECOND PARTY (CLIENT):

MKTB ALSQR ALDHHBA TRANSPORT (ALSQR)

مكتب الصقر الذهبي للنقليات

A commercial transport and fleet establishment registered and operating under the laws of the State of Qatar, holding Commercial Registration (C.R.) No. **194050**, with its primary office located at Zone 51, Street 800, Building No. 104, Flat No. 3, Floor 1, Doha, State of Qatar, represented herein by its General Manager / Authorized Director, who possesses full corporate and legal authority to execute commercial renewals.

*(Hereinafter referred to as the **"Client"** or **"ALSQR"**)*

1.3 Representation & Legal Capacity

Each Party explicitly warrants and confirms to the other that it has the absolute corporate power, legal authority, and organizational approval to enter into, bind itself by, and discharge the commitments and payment covenants stipulated within this Agreement.

SECTION 2: RECITALS, PREAMBLE & OPERATIONAL SYNERGY

This Master Agreement is executed upon the foundation of the following factual, technical, and commercial premises:

WHEREAS, the Service Provider (**LUMENPATH TRADING AND CONTRACTING AND SERVICES**) possesses specialized technical capability in modern software architecture, database management systems, cloud hosting, and regulatory transport logistics platforms within the State of Qatar;

WHEREAS, the Service Provider has engineered, customized, deployed, and successfully maintained the proprietary web-based **Vehicle Rental & Transport Management System (VRMS)** specifically structured around ALSQR's internal operations, driver assignments, and vehicle clearance requirements;

WHEREAS, the Client (**ALSQR**) operates daily heavy transportation fleets, cargo trucks, and logistical equipment, requiring robust, non-stop digital verification, vehicle registration validity checks, comprehensive system audit trails, and automated suspension workflows;

WHEREAS, the VRMS application represents the central operational backbone through which ALSQR conducts its statutory vehicle inspections, driver work dispatching, activity auditing, and citizen identity verification;

WHEREAS, the initial annual term of the VRMS software deployment is reaching maturity, and the Client has formally requested to renew the Annual Maintenance Contract (AMC) and Service Level Agreement (SLA) for a continuous twelve (12) month term;

WHEREAS, the Service Provider has agreed to grant ALSQR an exclusive **Client Loyalty Renewal Concession of QAR 6,000.00**, reducing the standard annual maintenance fee from **QAR 28,000.00** to a net contract value of **QAR 22,000.00**, payable in full advance on or before **October 15, 2026**;

NOW, THEREFORE, in consideration of the mutual covenants, financial consideration, and technical undertakings set forth herein, the Parties agree to be bound by the terms and conditions of this Master Agreement.

SECTION 3: DEFINITIONS, INTERPRETATIONS & ORDER OF PRECEDENCE

Unless the context otherwise expressly requires, capitalized terms utilized throughout this Agreement shall have the meanings defined below:

3.1 "Agreement" means this Master Service Level Agreement and Annual Maintenance Contract, including all amendments, exhibits, schedules, and technical annexures attached hereto.

3.2 "VRMS Platform" means the proprietary Vehicle Rental & Transport Management System software created for ALSQR, built upon the ASP.NET Core 8 framework, Microsoft SQL Server, and associated web services.

3.3 "AMC" means the Annual Maintenance Contract under which Lumenpath provides scheduled preventive upkeep, code optimization, bug rectification, database tuning, and infrastructure management.

3.4 "SLA" means the Service Level Agreement defining uptime guarantees (99.5%), incident classifications, response times, and target resolution timeframes.

3.5 "Business Hours" means the official operating hours in Doha, Qatar: Sunday through Thursday, 08:00 AM to 06:00 PM AST, excluding official Qatar national holidays.

3.6 "Severity Level" means the categoric impact rating assigned to any software defect or operational outage (Severity 1: Critical, Severity 2: High, Severity 3: Medium, Severity 4: Low).

3.7 "RPO (Recovery Point Objective)" means the maximum acceptable age of files or transactions that must be recovered from backup storage in the event of hardware or server failure (guaranteed at maximum 24 hours).

3.8 "RTO (Recovery Time Objective)" means the target timeframe within which production services are restored following an interruption (targeted at 4 to 8 business hours for software/service disruptions, and within 24 business hours for total catastrophic bare-metal server reconstruction).

3.9 "Effective Date" means October 01, 2026.

3.10 "Monthly AMC Equivalent" means the Net Annual Contract Value divided by twelve (12), which is established as exactly **QAR 1,833.33 per month**.

3.11 "Client Data" means all vehicle records, citizen identity data, chassis records, photos, scanned permits, inspection certificates, and audit logs uploaded to or stored within the VRMS

database.

3.11 Order of Precedence

In the event of any conflict, discrepancy, or ambiguity between the clauses of the main agreement and any schedule or annexure, the terms shall prevail in the following descending order of legal priority: (1) Main Body Articles of this Agreement; (2) Annexure A (System Specifications); (3) Annexure B (SLA Escalation Directory); (4) Commercial Invoices and Purchase Orders.

SECTION 4: CONTRACT TERM, EFFECTIVE DATE & SUCCESSIVE RENEWAL

4.1 Initial Term of Execution & Operational Commencement

This Agreement is executed on **October 01, 2026**, and the operational software maintenance term shall officially commence on **October 01, 2026** (the "Effective Date") and shall remain valid for exactly twelve (12) consecutive Gregorian calendar months until **October 01, 2027** (the "Term"). The renewal consideration of QAR 22,000.00 shall be payable in full advance on or before **October 15, 2026**, affording ALSQR a standard fifteen (15) calendar-day administrative settlement window following term commencement.

4.2 Successive Renewal Protocol

This Agreement shall be eligible for successive annual renewals upon the mutual written agreement of both Parties. Either Party may initiate renewal discussions by serving formal written notice at least thirty (30) calendar days prior to the expiration of the current Term.

4.3 Continuity of Service Covenant

During any active contract renewal window or mutual renegotiation period, the Service Provider covenants that it shall not interrupt, suspend, or throttle ALSQR's access to the VRMS application, cloud infrastructure, or database services, ensuring complete operational continuity for ALSQR's fleet dispatch operations.

> **Service Guarantee:** Lumenpath guarantees that all software modules, daily database backups, security patches, and emergency hotfix deployments shall remain active without interruption throughout the entire 12-month contract duration.

4.4 Commercial Concession Continuity

The agreed renewal discount of QAR 6,000.00 is expressly granted for the 2026–2027 cycle in appreciation of ALSQR's sustained enterprise partnership and early settlement compliance on or before October 15, 2026.

SECTION 5: DETAILED SCOPE OF SOFTWARE MAINTENANCE (AMC)

The Service Provider shall deliver comprehensive, full-lifecycle software maintenance and engineering support exclusively dedicated to ALSQR's live VRMS infrastructure. The maintenance disciplines encompassed under this Agreement are categorized into four core technical pillars:

5.1 Preventive Maintenance

- **Proactive Code Health Audits:** Periodic inspection of ASP.NET Core controllers, services, Entity Framework Core query pipelines, and database execution plans to detect bottlenecks before they impact end-users.
- **Runtime & Package Patching:** Timely application of security patches, runtime updates, and dependency patches for ASP.NET Core, Microsoft Identity frameworks, and third-party library advisories.
- **System Performance Profiling:** Ongoing server telemetry analysis to detect memory leaks, unclosed database connections, or thread pool exhaustion under heavy dispatch loads.

5.2 Corrective Maintenance (Bug Rectification)

- **Functional Defect Elimination:** Rapid isolation and permanent remediation of software anomalies, logical bugs, UI display breakages, or calculation mismatches reported by ALSQR staff.
- **Data Integrity Repair:** Investigation and resolution of data anomalies resulting from client-side network interruptions, browser timeouts, or unhandled exceptions.
- **Regression Testing:** Rigorous validation of all code corrections in a staging sandbox prior to live production rollout to ensure zero disruption to adjacent modules.

5.3 Adaptive Maintenance

- **Browser Engine Evolution:** Continuous adaptation of Razor views, CSS, and JavaScript libraries to maintain perfect compatibility across new versions of Google Chrome, Microsoft Edge, Apple Safari, and mobile WebKit browsers.
- **Regulatory Alignment:** Updating standard validation routines to align with Ministry of Transport and Ministry of Interior regulatory guidelines in the State of Qatar.

SECTION 5: SCOPE OF SOFTWARE MAINTENANCE (CONTINUED)

5.4 ALSQR Verification & Clearance Subsystem Maintenance

The Service Provider shall maintain and optimize ALSQR's internal vehicle compliance verification routines, which govern the integrity of all transport fleet entries:

- **Anti-Duplication Controls:** Maintenance of server-side unique constraints preventing duplicate chassis numbers, plate records, or conflicting registration files from being stored in ALSQR's database.
- **Enterprise System Audit Trail & Activity Logging:** Continuous upkeep of automated event auditing, user authentication logs, client IP address telemetry tracking, and JSON before/after state change differentials.
- **Suspension Tracking & Bulk Remarks Upkeep:** Continuous maintenance of the vehicle suspension state machine, enabling ALSQR managers to record suspensions, filter by suspension date, bulk-edit administrative notes, and reinstate compliant vehicles.
- **Work Assignment Dispatch Modules:** Supporting the dispatch workflow that moves vehicles across *Waiting*, *Working*, and *Completed* project states, including multiple document uploads.

5.5 Inclusive Developer Minor Enhancements (15 Hours / Month)

To accommodate ALSQR's evolving operational needs without generating recurrent purchase orders, this AMC includes up to **fifteen (15) developer-hours per calendar month** dedicated exclusively to minor modifications of existing deployed features:

- Adding new individual data columns to existing vehicle tables, trip grids, or suspension views.
- Standardizing date formats across newly requested views to uniform `dd/MM/yyyy` format.
- Customizing Excel exports (ClosedXML) with new calculated summary rows or filtered worksheets.
- Adjusting existing UI forms, button placements, labels, or bilingual text tags.

> **Scope Protection & Allocation Rule:** These 15 monthly developer-hours cover *minor modifications to existing functionality only*. Expressly excluded are new software modules, major workflow redesigns, third-party system integrations, database schema restructurings, mobile app development, or standalone software applications (which require a separate written SOW quoted

> at QAR 180.00/hour). Inclusive hours refresh on the 1st of each calendar month, do not roll over, and are non-redeemable in cash.

SECTION 5: MAINTENANCE WINDOWS & RELEASE GOVERNANCE

5.6 Scheduled Maintenance Windows

To ensure maximum daytime availability for ALSQR's dispatch operations, all routine server updates, database re-indexing, and framework patches shall be executed strictly within designated off-peak windows:

- **Standard Maintenance Window:** Fridays and Saturdays between 01:00 AM and 05:00 AM AST.
- **Advance Notification:** Lumenpath shall provide ALSQR with at least **forty-eight (48) hours advance written or in-app notice** prior to conducting any scheduled maintenance that may cause temporary latency or brief downtime.
- **Emergency Hotfix Exception:** Critical security vulnerabilities or Sev-1 outage patches may be applied immediately upon discovery, with concurrent notification sent to ALSQR management.

5.7 Release Notes & Change Transparency

Every software release, patch deployment, or functional upgrade delivered to the VRMS environment shall be accompanied by documented release notes displayed directly within the application login screen (as managed via `appsettings.json` LoginSettings), informing ALSQR staff of new features, bug resolutions, and system improvements.

MAINTENANCE TYPE	STANDARD SCHEDULE	NOTICE PERIOD	EXPECTED DOWNTIME
Routine Server Patching	Bi-weekly (Weekend Off-Peak)	48 Hours	< 15 Minutes
Database Index Optimization	Weekly (Sunday 02:00 AM AST)	Standing Schedule	0 Minutes (Online Indexing)
Emergency Security Hotfix	As Discovered	Immediate / Concurrent	< 10 Minutes

SECTION 6: CLOUD INFRASTRUCTURE & DATABASE ADMINISTRATION

The Service Provider shall administer and maintain ALSQR's production Microsoft SQL Server instance and cloud infrastructure in accordance with tier-1 enterprise standards:

6.1 Microsoft SQL Server Administration

- **Index Defragmentation & Rebuilding:** Automated weekly execution of index reorganization (for fragmentation between 10% and 30%) and complete index rebuilds (for fragmentation exceeding 30%) across all major tables (`VehicleRegistrations`, `VehicleTrips`, `UserProfiles`).
- **Statistics Updating:** Weekly full-sample statistical updates ensuring the query optimizer generates the most efficient execution plans for vehicle lookups and date-range filters.
- **Database Integrity Auditing:** Regular automated execution of `DBCC CHECKDB` with zero tolerance for allocation or physical consistency errors.
- **Transaction Log & Storage Management:** Continuous transaction-log monitoring, backup/retention management, database capacity management, and corrective maintenance as required to prevent storage exhaustion and ensure operational stability.

6.2 Web Application Server Administration

- Hosting environment oversight for Kestrel and reverse proxy endpoints ensuring HTTP/2 and TLS 1.3 protocol compliance.
- Configuration and renewal management of high-grade 256-bit SSL/TLS digital encryption certificates.
- Static asset compression (GZIP/Brotli) and caching headers for high-speed delivery of UI styling and script bundles.

SECTION 6: THIRD-PARTY SERVICES & API CONTINUITY

The Service Provider shall oversee, configure, and maintain all integrated external services and security microservices connected to ALSQR's VRMS application:

6.3 Firebase Authentication & Phone OTP Gateway

- Maintenance of Firebase Admin SDK service account credentials, cryptographic private keys, and token authentication lifecycles.
- Continuous monitoring of mobile OTP SMS delivery channels, ensuring prompt dispatch of two-factor login verification codes to ALSQR administrative and operational personnel.
- Immediate rotation and updating of service account JSON configurations upon cloud provider policy updates.

6.4 Google reCAPTCHA Enterprise Defense

- Active monitoring and threshold adjustment for Google reCAPTCHA v2/v3 bot defense endpoints across the authentication portal.
- Mitigating brute-force authentication attacks, credential stuffing, and unauthorized automated scraper activity against ALSQR vehicle databases.

6.5 Reporting & Document Rendering Engines

- **QuestPDF Document Engine:** Maintenance of high-speed C# PDF generation templates producing standardized, tamper-evident transport clearances and vehicle registration printouts.
- **Dynamic QR Code Generation:** Upkeep of real-time QR generation (QRCoder) embedding digital cryptographic verification hashes within vehicle permits for roadside authority scanning.
- **ClosedXML Reporting:** Maintenance of Excel export pipelines supporting multi-worksheet generation, custom column selections, and standardized dates.

SECTION 6: PERFORMANCE TELEMETRY & CAPACITY PLANNING

6.6 System Telemetry & Performance Baselines

The Service Provider shall monitor the VRMS infrastructure against established enterprise performance benchmarks:

METRIC CATEGORY	TARGET THRESHOLD	MONITORING MECHANISM
Web Page Response Time	< 1.5 Seconds (Standard Operations)	Server-side request telemetry
Database Query Execution	< 500 Milliseconds (95th Percentile)	SQL Dynamic Management Views (DMVs)
Server CPU Utilization	< 65% Sustained Load	Real-time cloud resource monitors
RAM Allocation Headroom	≥ 25% Free Buffer Memory	OS performance counters
Storage Capacity Headroom	≥ 30% Available Disk Volume	Automated low-storage threshold alerts

6.7 Storage Growth Management

Because ALSQR continuously archives high-resolution vehicle registration scans, Istimara cards, driver licenses, and landfill discharge certificates, Lumenpath shall actively manage physical storage allocation. Image compression algorithms shall be maintained to optimize file size without compromising readability of legal documents.

SECTION 7: SERVICE LEVEL AGREEMENT (SLA) & INCIDENT MANAGEMENT

7.1 Target Availability Guarantee (99.5% Uptime)

The Service Provider covenants and guarantees that the VRMS web application and database shall achieve a monthly availability rate of at least **99.5%**. Monthly uptime availability is mathematically calculated as follows:

```
Uptime % = [ (Total Minutes in Month - Unscheduled Downtime Minutes) / Total Minutes in Month ] × 100
```

7.2 Incident Severity Classification

All service requests, support inquiries, and technical anomalies reported by ALSQR shall be classified into four distinct severity tiers:

SEVERITY LEVEL	OPERATIONAL DEFINITION & BUSINESS IMPACT	RESPONSE TIME	RESOLUTION TARGET
SEVERITY 1 (CRITICAL)	**Total Service Outage:** Complete web application failure, database corruption or unreachability, total inability of ALSQR staff to log in or register vehicles.	**≤ 30 Minutes**	**≤ 4 Hours**
SEVERITY 2 (HIGH)	**Major Module Impairment:** Critical subsystem inoperative (e.g. Firebase OTP login failing, unable to record work assignments or issue clearances), without a manual workaround.	**≤ 1 Hour**	**≤ 12 Hours**
SEVERITY 3 (MEDIUM)	**Moderate Glitch:** Non-critical functional defect, isolated report generation failure, minor UI discrepancy; operations continue via standard workarounds.	**≤ 3 Hours**	**≤ 24 Hours**
SEVERITY 4 (LOW)	**Routine Inquiry / Request:** Administrative assistance, password reset, permission adjustment, cosmetic layout adjustment, or feature consultation.	**≤ 6 Hours**	**≤ 48 Hours** / Next Patch

SECTION 7: SUPPORT CHANNELS & ESCALATION PROCEDURES

7.3 Support Coverage Windows

- **Standard Business Support:** Sunday through Thursday, 08:00 AM to 06:00 PM AST, via dedicated ticketing email (`support@lumen-path.com`) and direct telephone assistance.
- **24/7/365 Emergency Coverage:** For **Severity 1 (Critical)** outages, technical support is active 24 hours a day, 7 days a week, 365 days a year via executive mobile hotline (`+974 5517 0700`).

7.4 Multi-Tier Escalation Hierarchy

If an incident is not resolved within the designated target timeframe, it shall automatically escalate up the technical authority hierarchy:

TIER LEVEL	ROLE / AUTHORITY	ESCALATION TRIGGER	MANDATED ACTION
Tier 1	Helpdesk & Systems Engineer	Immediate ticket receipt	Logging, diagnostic triage, initial troubleshooting.
Tier 2	Lead Software Architect	Sev-1 > 1 hr or Sev-2 > 3 hrs	Direct code-level inspection, patch development.
Tier 3	Technical Operations Director	Sev-1 > 2 hrs or Sev-2 > 6 hrs	Emergency war-room, database recovery, executive ALSQR updates.

7.5 Incident Reporting & Root Cause Analysis (RCA)

For any Severity 1 outage exceeding one (1) hour of total downtime, the Service Provider shall deliver a comprehensive **Root Cause Analysis (RCA) Report** to ALSQR within seventy-two (72) hours of service restoration, detailing: (1) Root incident trigger; (2) Timeline of containment; (3) Preventative architectural remediation implemented.

SECTION 7: SERVICE LEVEL CREDITS & REMEDIES

7.6 Service Credit Structure & "Monthly AMC Equivalent" Definition

Definition of Monthly AMC Equivalent: For the purposes of SLA credit calculation, **"Monthly AMC Equivalent"** is defined as the Net Annual Contract Value divided by twelve (12), which is established as exactly **QAR 1,833.33 per month** (QAR 22,000.00 ÷ 12). Service credits apply exclusively as offset deductions against subsequent annual contract renewals and are strictly non-refundable in cash.

In the event that the Service Provider fails to achieve the guaranteed monthly availability target of **99.5%** due to unscheduled outages under its direct control, the Client shall be entitled to receive Service Credits according to the following schedule:

MONTHLY UPTIME ACHIEVED	OPERATIONAL IMPACT	APPLICABLE SERVICE CREDIT
99.0% to 99.49%	Minor availability breach	**3% of Monthly AMC Equivalent** (QAR 55.00)
98.0% to 98.99%	Moderate availability breach	**5% of Monthly AMC Equivalent** (QAR 91.67)
95.0% to 97.99%	Substantial availability breach	**10% of Monthly AMC Equivalent** (QAR 183.33)
Below 95.0%	Critical availability breach (Maximum Cap)	**15% of Monthly AMC Equivalent** (QAR 275.00)

7.7 Exclusions from Uptime Calculations

Unavailability resulting from the following factors shall not be counted as downtime for the purposes of SLA metrics or Service Credits:

- Pre-announced scheduled maintenance conducted within the approved weekend maintenance windows.
- Telecommunication outages or fiber-optic severed line disruptions originating from national telecom operators (Ooredoo / Vodafone Qatar).
- Client premises network interruptions, local hardware failures, or unauthorized ALSQR administrative modifications.

- Force majeure events as stipulated in Section 15.

SECTION 8: BACKUP MANAGEMENT & DISASTER RECOVERY (DR)

Data security and continuity are paramount for ALSQR's transport operations. The Service Provider shall enforce an exhaustive, automated multi-tier backup and disaster recovery framework:

8.1 Automated Nightly Backup Schedule

- **Full Database Snapshots:** A comprehensive SQL Server full database backup (`.BAK` format) shall execute automatically every night at **02:00 AM AST**.
- **Document Repository Backups:** Daily cumulative synchronization of all uploaded image attachments, vehicle permits, and inspection certificates stored in the application file directory.

8.2 Redundant Offsite Cloud Replication

- All backup archives are automatically encrypted using industry-standard AES-256 bit encryption prior to transfer.
- Encrypted archives are mirrored to an isolated, geographically distinct secondary cloud storage repository to ensure absolute survival against primary datacenter failures.

8.3 Retention & Archival Hierarchy

ARCHIVE TIER	EXECUTION FREQUENCY	MANDATED RETENTION DURATION
Daily Snapshots	Nightly (02:00 AM AST)	Rolling **30 Calendar Days**
Weekly Full Backups	Every Friday Night	Rolling **12 Weeks**
Monthly Archive Snapshots	Last Calendar Day of Month	Rolling **12 Consecutive Months**

SECTION 8: DISASTER RECOVERY OBJECTIVES (RPO & RTO)

In the event of a catastrophic server hardware destruction, corrupted database state, or cloud infrastructure failure, the Service Provider covenants to achieve the following recovery metrics:

8.4 Recovery Point Objective (RPO ≤ 24 Hours)

The Service Provider guarantees that under no disaster recovery circumstance shall ALSQR experience more than twenty-four (24) hours of data loss. In most operational failure modes, transactional loss is limited to the preceding incremental backup window.

8.5 Recovery Time Objective (RTO Targets)

The Service Provider covenants that in the event of standard application service interruptions, VM host crashes, or database instance restarts, full production capabilities shall be restored within **four (4) to eight (8) business hours**. In the catastrophic event of total server hardware destruction requiring complete bare-metal host provisioning and full database restoration from offsite cloud repositories, the target RTO shall be achieved within **twenty-four (24) business hours** from formal disaster declaration.

> **DR Restoration Testing:** Lumenpath engineers shall conduct semi-annual sandbox restoration drills, taking production backup snapshots and executing full recovery on isolated staging servers to verify data integrity and restoration velocity.

8.6 Emergency Data Delivery Protocol

Should ALSQR require a dedicated copy of its complete SQL Server database for external regulatory submission or internal audit, Lumenpath shall deliver a secure, unencrypted `.BAK` archive within **forty-eight (48) business hours** of formal written request.

SECTION 9: DETAILED TECHNICAL ARCHITECTURE & FUNCTIONAL SUBSYSTEMS OF VRMS

The software covered under this Master AMC & SLA is the **Vehicle Rental & Transport Management System (VRMS)**. Below is the point-by-point architectural and operational explanation of the active subsystems:

9.1 Vehicle Registration & Digital Onboarding Subsystem

The core registry module manages the lifecycle onboarding of commercial transport vehicles across ALSQR's fleet:

- **Vehicle Profiles:** Digital records for heavy trucks, trailers, flatbeds, and commercial transport units, capturing chassis numbers, license plate numbers, vehicle make, model, manufacture year, and color.
- **Ownership & Citizen Compliance:** Linking vehicles to registered owners, storing Qatar Identification (QID) numbers, commercial entity associations, and verified mobile numbers.
- **Statutory Permit Tracking:** Digital recording of vehicle registration cards (*Istimara*), recording issue dates and expiry deadlines to prevent dispatch of non-compliant vehicles.

9.2 Enterprise System Audit Trail & User Activity Logging Engine

A mission-critical compliance and security architecture capturing non-repudiable operational logs across the VRMS ecosystem:

- **Comprehensive Event Auditing:** Automated background interception tracking every lifecycle transaction including vehicle onboarding, status modifications, suspensions, bulk remarks, and document uploads.
- **Actor Attribution & IP Telemetry:** Every audit entry records UTC timestamp, User ID, full operator name, assigned security role, action category, affected entity reference, and originating client IPv4/IPv6 address.
- **State Differentials (JSON Diffs):** Serializes complete before-and-after property snapshots (`ChangesJson`) whenever records are modified, providing forensic accountability for administrative edits.
- **User Login & Session Monitoring:** Dedicated tracking of user authentication events, recording successful logins, failed attempts, IP origin, device user-agents, and two-factor OTP verification status.

- **Dedicated Audit Inspection Portal:** Intuitive administrative interface enabling multi-criteria search, chronological timeline reconstruction, category filtering, and exportable compliance records.

SECTION 9: TECHNICAL ARCHITECTURE (CONTINUED)

9.3 Suspended Vehicles Management & Bulk Operations

A dedicated governance module designed to enforce regulatory and administrative vehicle holds:

- **Suspension Registry:** Dedicated view listing all vehicles currently restricted from transport operations.
- **Date Sorting & Historical Tracking:** Sorting by exact suspension dates to identify long-term inactive vehicles.
- **Bulk Remarks Editing:** Advanced administrative feature allowing ALSQR managers to select multiple suspended vehicles simultaneously and update case remarks, legal reasons, or administrative notices in a single batch operation.
- **Reinstatement Workflow:** Audited workflow for lifting suspensions once fines, inspections, or missing documents are validated.

9.4 Work Order & Trip Dispatch Assignment Subsystem

The operational heartbeat of ALSQR, managing vehicle deployments across client worksites:

- **Operational State Machine:** Vehicles are dynamically transitioned between three primary states: *Waiting* (idle in yard), *Working* (actively dispatched on site), and *Completed*.
- **Trip Scheduling:** Assigning trip start dates, project destinations, customer work orders, driver allocations, and return due dates.
- **Conflict Prevention:** Automated checks preventing a vehicle currently marked as *Working* from being assigned to conflicting overlapping jobs.

SECTION 9: TECHNICAL ARCHITECTURE (CONTINUED)

9.5 Multi-File Document Repository & Attachment Engine

An integrated document management subsystem supporting compliant paperless transport administration:

- **Batch File Uploads:** Allows ALSQR operators to upload multiple document attachments simultaneously during vehicle registration or trip dispatch.
- **Document Categorization:** Automatic tagging of uploads into distinct classes: Owner QID, Vehicle Istimara, Site Permits, Municipal Clearance Authorizations, and Driver License.
- **Security Sanitization:** Server-side MIME-type validation, cryptographic filename generation, and directory isolation to prevent malicious file execution.

9.6 Advanced Global Search & Vehicle History Timeline

A high-speed lookup engine providing complete transparency over fleet history:

- **Multi-Parameter Querying:** Real-time lookup by vehicle license plate, full chassis number, partial chassis string, or citizen QID.
- **Comprehensive Trip Archive:** Displays the complete historical chronological log of all historical trips, destination sites, past drivers, and associated attachments for any selected vehicle.
- **Instant Document Retrieval:** Direct preview and batch downloading of historical files associated with any past trip or vehicle inspection.

SECTION 9: TECHNICAL ARCHITECTURE (CONTINUED)

9.7 Security Architecture: Firebase OTP & Google reCAPTCHA

- **Two-Factor Phone OTP:** Integrated Firebase Authentication microservice delivering one-time passwords (OTP) via SMS to registered mobile numbers, preventing password-only vulnerabilities.
- **Bot Defense:** Google reCAPTCHA v2/v3 enterprise bot protection integrated on login and public verification screens to prevent automated brute-force attacks.

9.8 Role-Based Access Governance (RBAC)

Granular access control implemented via ASP.NET Core Identity enforcing distinct role boundaries:

- **SuperAdmin:** Full administrative rights over system configuration, user creation, and database utilities.
- **Admin / Operations:** Fleet dispatch, work assignments, registration management, and bulk updates.
- **Document Verifier:** Dedicated role for validating citizen QID documents, vehicle registration forms, and upload approvals.
- **Ministry Officer / Auditor:** Read-only compliance inspection portal for reviewing active registrations and suspensions.

9.9 Document Generation: QuestPDF QR & ClosedXML Exports

- **QuestPDF Document Engine:** Real-time compilation of official transport clearance certificates and registration manifests with embedded QR codes.
- **ClosedXML Excel Exports:** High-performance export engine allowing instant generation of filtered vehicle registries and project status reports with standardized `dd/MM/yyyy` dates.

SECTION 10: FINANCIAL TERMS, ITEMIZED PRICING & COMMERCIAL BREAKDOWN

10.1 Granular Itemized Scope Pricing Split (Tallies to QAR 28,000.00)

The annual maintenance consideration is granularly itemized across twenty-two (22) discrete engineering disciplines and operational modules totaling **QAR 28,000.00**, with each item assigned a dedicated sub-allocation:

#	GRANULAR SCOPE COMPONENT & TECHNICAL SERVICE DESCRIPTION	ANNUAL RATE (QAR)
01	**ASP.NET Core 8 Web Host, Kestrel Pipeline & Dependency Administration:** HTTP/2 request pipeline optimization, middleware profiling, Kestrel server tuning, and security runtime updates.	1,400.00
02	**C# Codebase Anomaly Isolation, Hotfix Patching & Regression Testing:** Controller/service defect isolation, business logic debugging, hotfix release engineering, and regression verification.	1,400.00
03	**Front-End DOM Layout Tuning, Responsive CSS & Cross-Engine Optimization:** Cross-browser rendering tuning across Chromium, WebKit, and Gecko engines for responsive desktop and mobile viewports.	1,000.00
04	**MS SQL Server Relational Index Administration & Execution Plan Optimization:** Automated clustered/non-clustered index defragmentation, table partition upkeep, and query execution plan tuning.	1,700.00
05	**Transaction-Log Monitoring, Backup/Retention Management & Storage Administration:** Continuous transaction-log monitoring, backup/retention management, DBCC integrity checks, and capacity management.	1,200.00
06	**Vehicle Entity Relational Data Modeling, Registration Pipeline & State Validation:** Entity Framework Core 8 relational mapping, vehicle registration pipeline validation, and fleet entity synchronization.	1,500.00
07	**ACID Relational Constraints, Chassis/Plate Uniqueness Indexing & Conflict Mitigation:** Server-side uniqueness constraints, database schema normalization, and optimistic concurrency collision mitigation.	1,000.00
08	**Enterprise System Audit Trail Middleware, Actor Telemetry & JSON Diff State Preservation:** `ISystemAuditService` telemetry capture (UTC, User ID, Role, IPv4/IPv6) and serialized JSON before/after diffs (`ChangesJson`).	1,400.00
09	**Municipal Landfill Clearance Verification Engine & Environmental Regulatory State Logic:** Business rule verification engine for transport dumping authorizations and municipal landfill	1,100.00

#	GRANULAR SCOPE COMPONENT & TECHNICAL SERVICE DESCRIPTION	ANNUAL RATE (QAR)
	environmental compliance.	
10	**Administrative Hold State Machine, Suspension Status Enumerations & Date Indexing:** Vehicle suspension state machine, administrative lock enforcement, date-filtered registries, and audited reinstatement logic.	1,200.00
11	**Batch Entity Mutation Engine, Bulk Asynchronous Remarks Processing & Multi-Record Patching:** Asynchronous bulk mutation processor, multi-record PATCH pipelines, administrative note batching, and bulk commits.	1,000.00
12	**Operational State Machine Engine (Waiting/Working/Completed) & Dispatch Orchestration:** Fleet finite state machine (Waiting, Working, Completed), project work order dispatch algorithms, and schedule validation.	1,500.00
13	**Multi-Part Form Data Attachment Ingestion, MIME Validation & Cryptographic File Storage:** Multi-part file upload processing, server-side MIME white-listing, SHA-256 collision defense, and encrypted storage.	1,400.00
14	**Multi-Parameter Search Pipeline, Dynamic Expression Trees & Chronological Timeline Engine:** Dynamic LINQ expression tree querying across chassis, plate, and QID indexes with chronological timeline aggregation.	1,200.00
15	**Automated Nightly SQL .BAK Archival (02:00 AM AST) & AES-256 Offsite Cloud Replication:** Automated full database backup orchestration (`.BAK`), cryptographic AES-256 archive encryption, and offsite replication.	1,600.00
16	**Disaster Recovery (DR) Standby Environment Orchestration & Failover Protocol Maintenance:** Standby disaster recovery orchestration, cold-site bare metal provisioning runbooks, and recovery targets (≤24h RPO; 4-8h standard RTO).	1,100.00
17	**Firebase Admin SDK Authentication Gateway, Bearer Token Validation & SMS OTP Dispatcher:** Firebase Admin SDK integration, JSON Web Token (JWT) verification, bearer token validation, and SMS OTP gateway maintenance.	1,300.00
18	**Google reCAPTCHA v3 Enterprise Threat Analysis, Risk Scoring & Brute-Force Defense:** Cryptographic challenge verification, behavioral risk score evaluation, automated credential-stuffing defense, and rate limiting.	800.00
19	**QuestPDF Fluid Document Generation Pipeline & Cryptographic QR Verification Synthesis:** QuestPDF fluid document compilation engine, vector layout generation, and dynamic QR verification synthesis for certificates.	1,300.00
20	**ClosedXML OpenXML Spreadsheet Streaming Engine & dd/MM/yyyy Localization Pipeline:** ClosedXML OpenXML low-memory spreadsheet streaming, dynamic data schema serialization, and standardized dd/MM/yyyy date formatting.	900.00
21	**Dedicated Technical Modifications for Deployed Features (15 Developer Hours / Month):** Allocated senior software engineering hours for minor modifications, report column additions, and UI adjustments on deployed features.**	1,500.00

#	GRANULAR SCOPE COMPONENT & TECHNICAL SERVICE DESCRIPTION	ANNUAL RATE (QAR)
22	**Multi-Tier Technical Support Helpdesk Infrastructure (Tier-1 to Tier-3 Escalation, 24/7 Hotline for Sev-1):** Multi-tier technical support ticketing architecture, ≤30-minute Sev-1 emergency response, and 24/7/365 direct hotline access.	1,500.00
	TOTAL GROSS ANNUAL SCOPE VALUE:	**QAR 28,000.00**
	SPECIAL ALSQR ANNUAL RENEWAL & LOYALTY DISCOUNT:	**- QAR 6,000.00**
	TOTAL NET PAYABLE CONTRACT VALUE (12 MONTHS):	**QAR 22,000.00**

SECTION 10: MANDATORY PAYMENT TERMS & SETTLEMENT SCHEDULE

10.2 Mandatory Advance Payment Covenant & Non-Refundable Rule

In consideration of the specialized allocation of senior engineering personnel and the granting of the special QAR 6,000.00 renewal discount, the payment terms are agreed as follows:

> **MANDATORY PAYMENT DEADLINE & NON-REFUNDABLE TERMS:**
>
> **One Hundred Percent (100%) Advance Payment** of the total net contract value amounting to exactly **QAR 22,000.00 (Twenty-Two Thousand Qatari Riyals)** shall be settled in full by ALSQR on or before **October 15, 2026**.
>
> **Non-Refundable Covenant:** This advance annual consideration of QAR 22,000.00 is strictly non-refundable upon payment under all circumstances, including early termination for convenience by the Client, operational downtime, or reduction in fleet size, as it represents an indivisible annual retainer covering reserved engineering capacity, standby support infrastructure, software licensing retention, and annual cloud resources.

10.3 Currency & Qatar Financial Regulations

All payments under this Agreement shall be remitted exclusively in **Qatari Riyals (QAR)**. The contract consideration is net of local bank charges. Under current tax laws of the State of Qatar, no value-added tax (VAT) is applicable at contract execution.

10.4 Banking & Remittance Details

Payment shall be made via Direct Corporate Bank Wire Transfer or Commercial Crossed Company Cheque drawn in favor of:

Beneficiary Name	**LUMENPATH TRADING AND CONTRACTING AND SERVICES**
Commercial Registration (C.R.)	**204255** (Doha, State of Qatar)
Corporate Bank	Designated Commercial Bank in Doha, Qatar
Payment Reference	`LP-AMC-ALSQR-2026/10`

SECTION 11: IN-APP INVOICE RETRIEVAL & DIRECT PORTAL DOWNLOAD

To streamline corporate accounting and maintain audit transparency, the commercial invoicing workflow is integrated directly into ALSQR's live software environment:

11.1 Direct Application Invoice Publishing

The official commercial invoice for this renewal agreement (reflecting the gross amount of QAR 28,000.00, the QAR 6,000.00 renewal discount, and the net payable balance of QAR 22,000.00) is published directly within the VRMS web application portal.

> **In-App Invoice Download Location:**
> Authorized ALSQR administrators can view, inspect, and download the official commercial invoice PDF directly from inside the VRMS web application via the navigation route:
> **Portal URL:** `/Site/PendingInvoices` (under *System Settings > Pending Invoices*).

11.2 Digital Invoicing Covenants

- **24/7 Availability:** The invoice PDF is hosted within the protected file directory and remains accessible for download by ALSQR finance officers at any time.
- **System Renewal Prompt:** Upon approaching the renewal deadline, the application dynamically displays the payment due date notification (October 15, 2026), providing an instant one-click link to view and download the official renewal invoice.
- **Audit Trail:** In accordance with commercial documentation standards in the State of Qatar, downloaded invoice copies are digitally verifiable authentic commercial vouchers bearing Lumenpath's corporate registration seal.

SECTION 12: DATA OWNERSHIP, SOVEREIGNTY & INTELLECTUAL PROPERTY

12.1 Absolute Client Data Ownership

Both Parties explicitly acknowledge and agree that:

- All data, databases, SQL tables, transaction records, vehicle registrations, operational trip metrics, driver information, citizen Qatar ID numbers, chassis numbers, suspension histories, scanned attachments, and system audit logs are and shall permanently remain the **sole, absolute, exclusive, and unencumbered intellectual and physical property of Mktb Alsqr Aldhhba Transport (ALSQR)**.
- The Service Provider asserts zero ownership rights, liens, claims, or proprietary interest in any Client Data processed by or residing within the VRMS platform.

12.2 Unconditional Data Portability (48-Hour Guarantee)

At any time during the active Term of this Agreement, or immediately upon its expiration or termination for any reason, the Service Provider shall deliver to ALSQR an unencrypted, complete Microsoft SQL Server database backup (`.BAK` format) accompanied by all uploaded attachment files within **forty-eight (48) hours** of formal request, without imposing any data release fee or withholding condition.

SECTION 12: INTELLECTUAL PROPERTY & SOFTWARE LICENSING

12.3 Platform Intellectual Property

The core software architecture, source code routines, database stored procedures, algorithms, framework libraries, and design patterns created by Lumenpath in engineering the VRMS application remain the protected intellectual property of **LUMENPATH TRADING AND CONTRACTING AND SERVICES**, safeguarded under applicable intellectual property statutes and copyright laws of the State of Qatar.

12.4 Software License Scope & Post-Expiry Operational Boundaries

Subject to timely settlement of all agreed contract fees, the Service Provider grants Mktb Alsqr Aldhhba Transport (ALSQR) a non-exclusive commercial license to utilize and operate the existing compiled build of the VRMS software platform across its transport fleet operations in the State of Qatar.

Post-AMC Expiry Operational Condition: In the event that this AMC expires or is terminated without renewal, ALSQR retains the right to operate the specific software build deployed as of the termination date on ALSQR's own self-managed hosting environment. However, in the absence of an active executed AMC, the Service Provider shall have **strictly zero obligation to provide hosting, preventive maintenance, bug rectification, security patches, technical support, database backups, or future software versions**, and all associated cloud services managed by Lumenpath shall be terminated upon contract expiration.

12.5 Protection Against Reverse Engineering

The Client agrees that it shall not decompile, reverse engineer, disassemble, or distribute the proprietary core compiled assemblies of the VRMS platform to unrelated third-party commercial software vendors without the prior written authorization of Lumenpath.

SECTION 13: CONFIDENTIALITY & PERSONAL DATA PROTECTION

13.1 Strict Non-Disclosure Covenants

The Service Provider undertakes that all technical personnel, database administrators, and software engineers assigned to support ALSQR shall hold in the strictest confidence all commercial information, vehicle registries, customer identities, and operational procedures accessed during maintenance operations.

13.2 Compliance with Qatar Law No. 13 of 2016

The Service Provider formally pledges rigorous compliance with the provisions of **State of Qatar Law No. 13 of 2016 Concerning the Protection of Personal Data Privacy**:

- **No Commercial Exploitation:** Under no circumstances shall ALSQR's vehicle records, owner Qatar IDs, or phone numbers be mined, copied, analyzed, leased, sold, or shared with commercial entities or third parties.
- **Security Controls:** Lumenpath shall implement appropriate technical, administrative, and physical security measures to protect ALSQR data against unauthorized access, loss, alteration, or disclosure.
- **Breach Notification:** In the event of any confirmed or suspected unauthorized access to ALSQR data, Lumenpath shall immediately notify ALSQR executive management in writing within **twenty-four (24) hours**.

13.3 Indefinite Survival

The obligations of confidentiality, non-disclosure, and personal data privacy protection set forth in this Section shall survive the expiration or termination of this Agreement indefinitely.

SECTION 13: INFORMATION SECURITY & ACCESS CONTROLS

The Service Provider shall enforce multi-layer cyber security protocols across the VRMS environment:

13.4 Administrative Access Hygiene

- All administrative database access by Lumenpath database administrators shall require multi-factor authentication (MFA) and encrypted SSH/VPN tunnels.
- Production database connection strings and service account keys in `appsettings.json` are restricted from public web exposure.
- Direct production database queries are executed using least-privilege service accounts to prevent unintended table truncation.

13.5 Audit Trail & Access Logging

- The system maintains an active audit log capturing login attempts, vehicle suspension modifications, bulk remark edits, and user account creation.
- Audit logs are preserved for compliance review and can be exported by ALSQR SuperAdmins at any time.

> **Vulnerability Patching Commitment:** Any Common Vulnerabilities and Exposures (CVE) identified in the underlying ASP.NET Core framework or SQL Server database with a CVSS score ≥ 7.0 shall be remediated and patched within seven (7) days of official vendor patch availability.

SECTION 14: CHANGE MANAGEMENT & REQUEST FOR CHANGE (RFC)

14.1 Change Management Workflow

To preserve application stability, prevent regression errors, and maintain database schema integrity, all functional enhancements or feature modifications shall adhere to the formal RFC workflow:

1. **RFC Initiation:** ALSQR management submits a written Request for Change (RFC) detailing the desired feature modification, new report columns, or workflow adjustment.
2. **Impact & Effort Analysis:** Lumenpath engineering evaluates technical complexity, database schema impact, and estimates required developer hours (drawn from the inclusive 15 hours/month).
3. **Staging Deployment:** Developed modifications are deployed to an isolated staging sandbox for ALSQR operational review and User Acceptance Testing (UAT).
4. **Production Rollout:** Following formal ALSQR UAT approval, the change is scheduled and deployed during the weekend off-peak maintenance window.

14.2 Emergency Rollback Assurance

Prior to every production deployment, a full database snapshot and code checkpoint are archived. If a deployment causes unforeseen operational degradation, an automated rollback protocol restores the prior stable state within thirty (30) minutes.

SECTION 14: SCOPE BOUNDARIES & EXPRESS EXCLUSIONS

To avoid operational ambiguity, the following activities are expressly excluded from standard AMC coverage and shall be quoted separately upon request:

- **Major Architectural Additions:** Developing brand-new, standalone software subsystems outside current VRMS specifications (e.g., custom electronic payment gateway integration, building native iOS/Android mobile applications).
- **Physical Hardware Maintenance:** Physical repair, cabling, hardware replacement, or maintenance of desktop computers, local thermal barcode printers, office scanners, or local routers at ALSQR offices.
- **Carrier Telecom Charges:** Telecommunication SMS bulk credit bundles or data SIM card fees billed directly by telecom network operators (Ooredoo / Vodafone Qatar).
- **Third-Party Commercial Software Licenses:** Procurement fees for third-party commercial software licenses (e.g., Microsoft Windows Server OS licenses, Microsoft Office licenses) residing outside Lumenpath's cloud hosting cluster.

14.3 Supplementary Engineering Rate Card

Should ALSQR request custom software development exceeding the inclusive 15 hours/month, such work shall be provided at ALSQR's discounted preferential rate of **QAR 180.00 per developer-hour**, subject to formal written quotation and authorization.

SECTION 15: WARRANTIES, LIMITATION OF LIABILITY & INDEMNITY

15.1 Professional Service Warranties

The Service Provider represents and warrants that:

- All services rendered under this Agreement shall be executed in a professional, competent, and workmanlike manner by certified software engineers possessing appropriate technical credentials.
- The software maintenance, bug fixes, and patch deployments shall not intentionally introduce malicious code, backdoors, or unauthorized monitoring logic into ALSQR's systems.

15.2 Limitation of Liability & Monetary Cap

To the maximum extent permitted by applicable commercial laws of the State of Qatar:

- Neither Party shall be held liable to the other for indirect, special, incidental, punitive, or consequential damages, including loss of anticipated profits or commercial opportunity.
- **Monetary Liability Cap:** The maximum cumulative aggregate liability of the Service Provider arising out of or related to this Agreement under any legal theory (whether in contract, tort, or indemnity) shall be strictly capped at and limited to the total net consideration actually paid by the Client under this Agreement: **QAR 22,000.00 (Twenty-Two Thousand Qatari Riyals)**.

SECTION 15: FORCE MAJEURE & MUTUAL INDEMNIFICATION

15.3 Mutual Indemnification

- **Service Provider Indemnity:** Lumenpath shall indemnify and hold ALSQR harmless against third-party claims alleging that the proprietary software platform infringes recognized intellectual property rights or patents within the State of Qatar.
- **Client Indemnity:** ALSQR shall indemnify and hold Lumenpath harmless against third-party claims arising from unauthorized data entered by ALSQR operators or non-compliance with statutory transport permit requirements.

15.4 Force Majeure

Neither Party shall be deemed in breach of its obligations under this Agreement if performance is hindered, delayed, or rendered commercially impossible by events of Force Majeure beyond reasonable control, including acts of God, severe floods, armed conflicts, widespread civil unrest, nationwide telecommunication fiber cuts, or binding government lockdown mandates. The affected Party shall notify the other in writing within forty-eight (48) hours of occurrence.

SECTION 16: SUSPENSION, DEFAULT & ORDERLY TERMINATION

16.1 Invoicing Grace Period & Anti-Disruption Covenant

To safeguard ALSQR's continuous transport operations, the Service Provider covenants that no administrative suspension, system lock, or disruption of VRMS access shall occur without affording a standard **fifteen (15) calendar day written grace period** following any invoice due date.

16.2 Termination for Cause

Either Party may immediately terminate this Agreement upon written notice if:

- The other Party commits a material breach of its contractual obligations and fails to cure such breach within **fifteen (15) calendar days** of receiving formal written notice detailing the non-compliance.
- The other Party enters into liquidation, insolvency, bankruptcy, or ceases to conduct active commercial transport business in the State of Qatar.

16.3 Termination for Convenience

Either Party may terminate this Agreement without cause by providing at least **sixty (60) calendar days prior written notice** to the other Party.

16.4 Non-Refundable Treatment of Prepaid Retainer

The Parties expressly covenant and agree that the Net Annual Contract Value of **QAR 22,000.00** paid in advance is **wholly non-refundable** under all circumstances, including but not limited to early termination for convenience by the Client, operational cessation, reduction of fleet size, or voluntary discontinuance of software utilization. The advance payment constitutes an indivisible commercial retainer dedicated to upfront engineering team reservation, continuous 24/7 standby support readiness, software licensing retention, and annual cloud hosting infrastructure allocations committed by the Service Provider.

SECTION 16: EXIT MANAGEMENT & ORDERLY HANDOVER PROTOCOL

Upon expiration or termination of this Agreement for any reason, the Service Provider shall execute an orderly, structured exit and transition protocol to safeguard ALSQR's transport operations:

16.4 Complete Data Export & Handover

- Delivery of a complete, unencrypted Microsoft SQL Server database backup (`.BAK` format) containing all historical vehicle records, trip logs, citizen IDs, and suspension histories.
- Delivery of an organized digital directory containing all uploaded documents, scanned permits, and certificates.
- Execution of formal handover sign-off certificates within **forty-eight (48) hours** of contract cessation.

16.5 Decommissioning & Secure Data Erasure

Following verified confirmation of ALSQR's receipt and validation of its database extract, the Service Provider shall securely sanitize and decommission all residual staging databases and test caches residing on secondary development machines, certifying compliance with Qatar personal data privacy standards.

SECTION 17: GOVERNING LAW, DISPUTE RESOLUTION & JURISDICTION

17.1 Governing Law of the State of Qatar

This Agreement, its interpretation, validity, performance, and all disputes arising thereunder shall be governed by, interpreted, and construed in strict accordance with the commercial and civil laws, statutes, and regulations of the **State of Qatar**.

17.2 Good-Faith Amicable Dispute Resolution

In the event of any operational controversy, claim, or difference between the Parties arising out of this Agreement, authorized executive representatives of both Parties (the Managing Director of Lumenpath and the General Manager of ALSQR) shall meet in Doha within fourteen (14) calendar days to negotiate in good faith toward an amicable resolution.

17.3 Exclusive Judicial Jurisdiction (Doha Courts)

If the dispute cannot be settled amicably within thirty (30) calendar days from initiation of negotiations, either Party may submit the dispute to the exclusive jurisdiction of the competent **Civil and Commercial Courts of Doha, State of Qatar**.

SECTION 18: EXECUTION & CORPORATE SIGNATURES

IN WITNESS WHEREOF, the Parties hereto have caused this Master Software Annual Maintenance Contract and Service Level Agreement (Ref: `LP/AMC/ALSQR-2026/10`) to be duly executed by their fully authorized corporate representatives in two (2) authentic original copies in the English language, each Party acknowledging receipt of one executed and stamped original:

FOR & ON BEHALF OF FIRST PARTY:

LUMENPATH TRADING AND CONTRACTING AND SERVICES
Commercial Registration (C.R.) No. 204255 • Doha, Qatar

Authorized Signatory: **Managing Director**

Signatory Name: _____

OFFICIAL CORPORATE STAMP

Execution Date: _____ / _____ / 2026

FOR & ON BEHALF OF SECOND PARTY:

MKTB ALSQR ALDHHBA TRANSPORT (ALSQR)
مكتب الصقر الذهبي للنقليات
Commercial Registration (C.R.) No. 194050 • Doha, Qatar

Authorized Signatory: **General Manager / Director**

Signatory Name: _____

OFFICIAL TRANSPORT SEAL

Execution Date: _____ / _____ / 2026

Attestation & Witnesses

First Witness (Lumenpath):
Name: _____
QID: _____ Date: _____

Second Witness (ALSQR):
Name: _____
QID: _____ Date: _____

ANNEXURE A: COMPREHENSIVE TECHNICAL & FUNCTIONAL SPECIFICATIONS

This Annexure documents the complete architectural stack, subsystems, and functional modules comprising ALSQR's active VRMS platform:

LAYER / COMPONENT	TECHNICAL SPECIFICATION & ARCHITECTURE
Application Framework	ASP.NET Core 8.0 Enterprise Web Application (C# / Razor Views / MVC Architecture)
Database Management	Microsoft SQL Server 2022 (Production High-Performance Dedicated Instance)
Identity Subsystem	ASP.NET Core Identity integrated with Firebase Admin SDK for Mobile Phone OTP SMS Two-Factor Authentication
Security & Bot Mitigation	Google reCAPTCHA Enterprise Defense (v2 Checkbox and v3 Background Score Verification)
PDF Compilation Engine	QuestPDF Fluent Engine (High-throughput document compilation, vector layout, QR rendering)
Excel Data Exporting	ClosedXML Spreadsheet Engine with multi-column styling, formula calculations, and date filters
Data Access Layer	Entity Framework Core 8 with compiled LINQ queries, connection pooling, and optimistic concurrency

Subsystem A.1: Vehicle Registration & Validation Engine

- Digital onboarding of commercial transport vehicles, heavy trucks, trailers, flatbeds, and buses.
- Captures chassis number, license plate, vehicle make, model, manufacture year, owner QID, and phone number.
- Enforces server-side uniqueness constraints preventing duplicate chassis/plate registrations across the system.
- Digital document upload engine for vehicle ownership certificates (*Istimara*) with document expiry alerts.

ANNEXURE A: SPECIFICATIONS (CONTINUED)

Subsystem A.2: Enterprise System Audit Trail & User Activity Logging Subsystem

- Non-repudiable real-time event interception engine tracking vehicle registrations, status updates, suspensions, and document uploads.
- Comprehensive telemetry metadata capturing UTC timestamps, Operator ID, display name, user role, entity references, and client IPv4/IPv6 addresses.
- Deep forensic delta tracking with serialized JSON before/after state diffs (`ChangesJson`) and user session authentication logs.

Subsystem A.3: Suspended Vehicles & Bulk Operations

- Dedicated suspension module tracking vehicles on administrative or legal hold.
- Captures suspension dates, enforcement agencies, reasons, and case numbers.
- **Bulk Remarks Editor:** Multi-select interface enabling ALSQR staff to update remarks across multiple vehicles simultaneously.
- Full audit trail tracking when suspensions are placed and when vehicles are officially reinstated.

Subsystem A.4: Work Assignment, Dispatch & Trip Tracking

- Operational state tracker managing vehicles across *Waiting*, *Working*, and *Completed* states.
- Trip dispatch records capturing destination sites, project start dates, return due dates, and assigned drivers.
- Multi-file attachment engine supporting simultaneous upload of site permits, driver licenses, and inspection sheets.

Subsystem A.5: Advanced History Search & Document Archive

- Global unified search engine allowing instantaneous queries by chassis, plate number, or owner QID.
- Comprehensive vehicle trip history timeline displaying past assignments, past drivers, and previous suspensions.
- Direct preview and download access to all historical file attachments.

ANNEXURE B: TECHNICAL SUPPORT ESCALATION MATRIX & CONTACT DIRECTORY

For prompt incident logging and technical escalation under this SLA, ALSQR staff shall utilize the following authorized support directory:

TIER	DESIGNATION / GROUP	CONTACT MECHANISM	AVAILABILITY WINDOW
Tier 1 — Helpdesk	Support Engineering Desk	`support@lumen-path.com` / Portal	Sun – Thu, 08:00 – 18:00 AST
Tier 2 — Systems	Lead Infrastructure & DB Engineer	Direct WhatsApp / Tel: `+974 5517 0700`	Business Hours + Extended On-Call
Tier 3 — Executive	Technical Operations Director	Executive Direct Line	**24/7/365 (Critical Sev-1 Only)**

Incident Logging Requirements

When reporting an operational defect, ALSQR staff are requested to provide: (1) Vehicle plate / chassis number affected (if applicable); (2) Module or screen route (e.g. `/Vehicle/Create`, `/Management/Create`); (3) Screenshot or error message; (4) User login role.

Commercial Invoicing Summary for Records:

- **Gross AMC Retainer:** QAR 28,000.00
- **Client Renewal Concession:** - QAR 6,000.00
- **Net Amount Payable: QAR 22,000.00** (100% advance due before October 15, 2026)
- **Invoice Download Link:** Accessible via VRMS in-app menu at `/Site/PendingInvoices`