



**MAINLINK SOLUTIONS LIMITED,
KIMATHI STREET,
OLD MUTUAL BUILDING,
4TH FLOOR, ROOM NO. 434
P.O.BOX 12401 – 00400 NAIROBI.
CELL: 0720400030**

SUPPORT SERVICE AGREEMENT

FOR

(Client)

SERVICE LEVEL AGREEMENT

This service agreement is made effective as of the _____ day of _____ of 2024 .

Between

_____ of P.O. Box . _____ - _____ (Insert City/County)

And

Mainlink Solutions Limited, of P. O. Box 12401 - 00400 Nairobi.

In this agreement, the party who is to receive the services shall be referred to as the **Client** and the party who is providing the services shall be referred to as **MSL**.

1. Description of services

Beginning on the **Effective Date** MSL will provide the services as described herein.

2. Purpose

The purpose of this Agreement is to formalize an arrangement between MSL and the Client to deliver specific support services, at specified levels of support, and at an agreed-upon cost. This Agreement will evolve over time, with additional knowledge of MSL requirements, as well as the introduction of new applications and services into the support portfolio provided to the Client, therefore written changes and addendums shall be allowed by mutual consent.

3. Services Provided Under This Agreement

The following support services are provided in response to the IT related needs of the Client.

- a) Hardware support - support of all computer related hardware equipment provided the Client shall be responsible for any costs of any spare parts and purchases.
- b) Software support - entails the operating system software, application system software, routine upgrades of antivirus software, in line with set standards from software developers and emerging technologies.
- c) User support on specific usage - support to users on usage of specific software or usage of resources across the network; Ensuring that IT facilities meet the needs of individuals and projects; providing users with appropriate support and advice;
- d) Corrective maintenance - correcting of scenarios that cause hindrances in normal functions of IT infrastructure

- e) Preventive maintenance - maintenance of all computer hardware to prevent avoidable wear and tear (blowing, cleaning, static discharge etc.) Cleaning done at least once a year (or if needed depending on the working environment as at an extra cost to be negotiated).
- f) Backup services - backup of critical data with options of offsite storage. Durations will be agreed upon by the client.
- g) Change management support - Continuous review of security procedures and policies and incorporation of new personnel into infrastructure.
- h) Recommending measures to take to enhance the security of data from internal and external attack;
- i) Providing secure access to the network for remote users;
- j) Knowledge management - Recommendations and transfer of key skills and incorporations of new technologies.
- k) Planning, developing and implementing the IT budget, obtaining competitive prices from suppliers, where appropriate, to ensure cost effectiveness;
- l) Ensuring the smooth running of all IT systems, including anti-virus software, print services and email provision;
- m) Ensuring that software licensing laws are adhered to where possible;
- n) Managing crisis situations, which may involve complex technical hardware or software problems;
- o) Keeping up to date with the latest technologies.
- p) Server support and maintenance
- q) Website support and updating
- r) Support staff dedicated to visiting if need arises to perform tasks as defined in the service description and offer support.
- s) Telephone support calls (normal working hours)
- t) Remote Support assistance (Anydesk/teamviewer/IP Addresses)
- u) Periodic preventive maintenance on all equipment (at least once annually)

4. Term of the Agreement

This Agreement is reached for a term of 12 months from the effective date. It is renewable for similar terms by mutual agreement of parties.

5. Termination of Agreement

In the event that the Client wishes to terminate this agreement, a 30-day written notice of intent to terminate must be delivered by the Client via mail, or email to MSL.

6. Amendment to Agreement

Any amendment to the Terms and Conditions of this agreement must be mutually agreed between parties and must be in writing in whatever format

7. Billing Agreement

Billing for services provided under this agreement will be as agreed here under allowing for a monthly compensation.

The monthly rate will be **Ksh 24,000/=** per month. Invoices will be raised monthly, payable within 14 days of the date of the invoice. Job cards will also be raised on all support assistance carried out in order to monitor team activity and have progressive records. A cash fee of **an agreed amount** shall be provided on site if support is to be done to cater for transport to and from your location

8. Response Time

Critical - No Business Continuity

Response time will be less than 3hrs from time of support call

Minor - affects one personnel

Response time will be less than 6hrs from time of support call

9. Team Members available for support call

MSL can dedicate a team member to be directly responsible for the Client depending on the requirements and on hierarchy of needs.

10. Miscellaneous

a. Termination

This agreement is for a term indicated above, automatically renewed unless terminated by either party upon 30 days written notice to the other party.

b. Severability

If any provision of this agreement shall be held to be invalid or unenforceable for any reason, the remaining provision shall continue to be valid and enforceable. If a court finds that any provision of this agreement is valid or enforceable, but that by limiting such provision it would become valid and enforceable, then such provision will be deemed to be written, construed and enforced as so limited.

