

RND Solutions	DocumentID: MAINTEX	Version: 1.0
I.T. Support Contract		Version Date:



Maintenance Contract

Prepared for:

Produced by:
RND Solutions Ltd
Turner Business Centre
Greengate, Middleton
Manchester, M24 1RU
United Kingdom

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Date	Version	Description	Author
xxxxxx	1.0	Initial Contract Details	xxxxxx

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1. General

- a. This agreement between xxxxxx (hereafter referred to as the "Client") and RND Solutions, Turner Business Centre, Greengate, Middleton, Manchester, M24 1RU, United Kingdom (hereafter referred to the "Contractor").
- b. This agreement facilitates the provision of planned and urgent response support in respect of I.T. Services utilised by the Client.
- c. This agreement is valid for a period of one year from xxx to xxx inclusive and will be renewed on an annual basis subject to agreement between the parties.

2. Summary

- a. Under this agreement the Contractor agrees to provided maintenance support for the following: -
 - i. Office 365 under Microsoft Partner No: xxxxxxxx
 - ii Wordpress website www.awebsite.com
 - iii Create one WordPress Blog per month and submit to all social media.
- b. Any requested works outside of paragraph a. above will be quoted for by the contractor and agreed by the client prior to commencement of works.
- c. Outside of planned maintenance tasks The Contractor shall respond to the Clients requests within one working day.
- d. A detailed list of items covered under this maintenance contract are listed at Annex A.

3. Confidentiality

- a. For the purposes of this agreement the term Confidentiality shall mean the contents of this document shall remain confidential between the client and the contractor.
- b. The client agrees not to copy or reproduce any confidential information contained in the agreement other than for use between the two concerned parties.
- c. The intellectual rights of any design/technical information generated by the contractor shall remain the property of the contractor under this agreement and shall not be allowed to be used by any third parties.

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4. Payment

- a. The Client agrees to pay the Contractor a monthly fee of £xxxxxx exclusive of UK Vat for the period of this contract payable on the 21st day of each calendar month.
- b. The contractor's invoices raised under this contract shall be settled by the Client within 30 days net.

5. Termination of Contract

- a. Either party may terminate this contract at any time by supplying a written notice of termination on a specified date to the other party, with at least one months' notice prior to the stated date of termination.
- b. Any litigation required between the Client and Contractor in respect of any dispute of the terms identified in this document shall be filed and tried in the Contractor's local jurisdiction, i.e. United Kingdom

6. Waiver

A party's failure to exercise or delay in exercising any right, power or privilege under this agreement shall not operate as a waiver thereof; nor shall any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof.

7. Assignment

RND Solutions shall not be entitled to assign this agreement without prior written consent (which shall not be unreasonably withheld), except to the extent such assignment is a person or entity that succeeds to the business of RND Solutions pursuant to a merger, asset sale, stock sale or any other business combination.

8. Force Majeure

Performance under this agreement may be delayed due to unforeseen and unavoidable delays caused by federal, state or municipal actions, statutes, ordinances or regulations, adverse weather conditions, strikes or other Labour disputes or any other unforeseeable incidents outside of any responsible party's control which shall make performance impossible.

9. Applicable Law

This agreement is governed by the law of the United Kingdom

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RND Maintenance Contract xxxxxxx dated xxxxxx

ANNEX A

The maintenance contract will support an agreed maintenance plan covering the following items: -

Microsoft 365

Provide remote support as required for issues relating to: -

Microsoft Business Standard

Microsoft Business Basic

Microsoft Azure Active Directory

Microsoft Sharepoint

Microsoft Teams

Website

Ensure all pages/links work correctly and information is up to date

Security check of website, passwords and enable facilities to prevent malicious cyber attacks

Search Engine Optimisation (SEO) maintenance to encompass any new additions (products/content) and removal of obsolete information

Survey the site for broken links, add and ensure reciprocal links are working correctly

Ensure all website forms are working correctly

Regular website backups and confirmation any automatic backup features are configured and operating correctly

Review Google analytics and rectify any reported issues with web pages