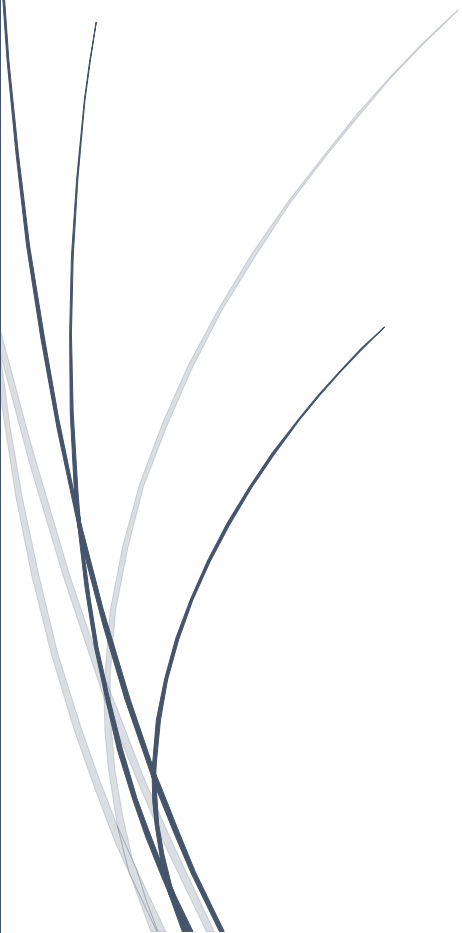




3/21/2023

MANAGED SERVICES PROPOSAL

PREPARED BY ScaleITPro



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Phone: 07062750516

Confidentiality

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Introduction

ScaleITPro managed IT services are designed to support growing companies by offering fully managed technology solutions at an affordable cost.

We are committed to establishing a genuine long term partnership with you and also to establish a long term strategic relationship where both organizations mutually benefit.

Please do not hesitate to contact me via, email to hello@scaleitpro.com to organize and commence the process.

Thank you for considering **ScaleITPro**

Service Description

Our service provides access to all of the engineering expertise and services required to provide your business with a comprehensive IT department and to maintain your IT systems. Our team has been providing services to companies across the world. Should you require additional information, please do not hesitate to contact us via email.

The service has a base fixed price with unlimited monitoring, operating system patching and maintenance to all operating systems and other products that ScaleITPro has installed and agree to maintain, provide advice and monthly reporting. The base pack also included unlimited remote support during business hours as defined below (subject to a fair use policy). Variable pricing applies (per device) for extended features that have been selected (see table below.)

Additional charges for callouts outlined in the extended pack. Hours will be billed as per service rates table below.

Service Hours

Business Hours	Monday to Friday 08:30am to 05:30pm
Extended Hours	Monday to Friday 07:00am to 08:30am and 05:30pm to 09:30pm Saturday 09:00am to 04:00pm
Emergencies	All other hours.
Outside Hours	State and National Public Holidays Christmas Day, Good Friday, Easter Sunday. only for severity 1 emergencies

We are closed on public holidays and outside hours. Assistance can be provided for emergencies by sending email to emergency@scaleitpro.com

Service Summary & Fees

Contract Term is 24 Months. All fees are excluding TAX. Early exit will incur the balance of the contract to be paid out.

Managed Service Fees – Based on # devices – Monthly Cost			
Service Name	Units	Price	Total
Base Pack 08:30-17:30 Monday-Friday Remote Support*, patch management and Reporting	Covers 10 devices	N105,000.00	N105,000.00
Extended Pack (2 Onsite Visit per month)	1	N52,500.00	N52,500.00

Safety Pack (License Per device) Managed Device Security with: <ul style="list-style-type: none"> • Content filtering • Incidence Response • Data Loss Prevention and remediation • Threat Analysis and reports • Suspicious Activity Detection & Alerting • Fileless Malware Detection • External Device Restriction • Online Backup (30GB) 	1	N6,000.00	N6,000.00
Security Pack (License per device) <ul style="list-style-type: none"> • Host Intrusion Prevention • Device asset discovery • Vulnerability Scanning • Live remediation support • Proactive threat hunting • Mobile Device Security 	1	N4,000.00	N4,000.00

* Fair use policy applies of max 40 remote calls per month.

Subscription Term is 24 Months. All fees are excluding TAXs payable upfront.

Service Fees, Pay as you go.

All costs are excluding TAXs.

Service Rates		
	Fee/Hour	Minimum charge per block
Business Hours	N35,000.00	60 minutes
Extended Hours	N45,000.00	60 minutes
Emergencies	N60,000.00	90 minutes
Outside Hours	N75,000.00	120 minutes

Onsite Visit within Business Hours

N35,000.00

90 minutes

Managed Service Inclusions

- Service Included.
- Service Available at additional cost.

Service Inclusions	Notes
Infrastructure Management	
Server Management	•
Windows Server Operating System	•
Router Management	•
Firewall Management	•
Switch Management	•
Wireless Access Points Management	•
Network Attached Device Management (Printer/Scanner etc)	•
Change Management	•

NAS/SAN Management	•
Backup Management	•
File Restore Management	•
Disaster Recovery	•
Onsite Infrastructure Support	(up to 12 hours / Month)
Extended Hours Support (remote only)	•
After Hours Support	X
Outside Hours Support	X
Monitoring	
Server performance	•
Workstation performance	•
Network performance	•
Maintenance	
Patch Management	•
Service Performance Adjustments	•
Data Archiving	•
End User Support	
Remote Desktop Support	•
Microsoft Application Support	•
Remote User Support	•
Extended Hours Support (remote only)	•
After Hours Support	X
Outside Hours Support	X
Windows Application Support	•
General Desktop Support	•
Asset Tracking/Management	•
System Optimization	X
Disk Usage	•
SOE Maintenance and Deployment	•
New SOE Creation / Bulk Deployment	X
Change Management	•
Desktop Group Policy Management	•
Business Process Automation	X

Exclusions

ScaleITPro will always do everything possible to rectify every issue in a timely manner; however, there are exclusions which are not covered by the SLA and thus treated as additional support items. This proposal does not cover:

- Any hardware, software, services, information and data or other parts of the IT environment not managed by ScaleITPro.

- Issues caused by using hardware, software, services, information and data or other parts of the IT environment in a way that is not recommended.
- Client has made unauthorized changes to the configuration or setup of affected, hardware, software, services, information and data or other parts of the IT environment.
- Client has prevented ScaleITPro here from performing required maintenance and tasks related to the management of the IT environment.
- Issues caused by unsupported hardware, software, services, information and data or other parts of the IT environment.
- Client 3rd party hardware supplier/vendor unable to supply equipment replacement parts.
- ScaleITPro does not provide product warranties. Product warranties are provided by the vendors and are subject to the vendors warranty statements.
- Although ScaleITPro co-ordinates the replacement of faulty parts with Vendors on behalf of Client, all hardware replacement parts are covered by Vendors warranty.
- Loss of profit due to loss of data, information, software or hardware.
- Any hardware not purchased from ScaleITPro is subject to the warranties and terms of the supplier of that hardware, this we do not cover.
- Any workstation that is not up to the latest Operating system level will be upgraded, if possible to the latest at an additional charge, subject to age and condition of the hardware and any application specific role that this device performs.

Any project work that is not included in the scope of works will be charged separately on a project to project basis. New hardware additions to an existing infrastructure under a managed service agreement will be charged as per the Service Summary and Fees schedule.

Services Levels / Response Times

The purpose of the service levels is to set the expectations on how requests and incidents will be prioritized and actioned by our Technical Support. All requests must be logged with helpdesk as per contact details provided.

Service and support requests can be categorized according to the response priority Matrix below:

Severity	High Impact	Moderate Impact	Low Impact
High	1. Emergency	2. Quick Response	3. Normal Response
Moderate	2. Quick Response	3. Normal Response	4. Low Response
Low	3. Normal Response	4. Low Response	5. Schedule Maintenance

The Response Priority Matrix establishes the type of response based on the severity of the fault.

Impact is the measure of how an incident or service failure is affecting the business operations and whether a valid workaround exists.

- High: Entire Company or critical business services affected. No work-around or manual process available.
- Moderate: Company's business services partially affected but not causing impact on client's ability to operate. Work-around or manual processes are available.
- Low: A problem exists but not causing virtually any impact on client's ability to operate significant business processes or production. Work-around or manual processes are available.

Severity is the measure of how serious the incident is ranked and the resolution urgency.

- High: Component or major system failure. Problem must be resolved immediately.
- Moderate: Component failure or partial degradation. Problem requires quick to standard response.
- Low: Component failure, malfunction or minor degradation. Problem requires standard response to scheduled work.

Service and support requests will be ranked and actioned according to the SLA Matrix below:

Response Priority	Receipt Notification	Response Call
Critical	Within 30 Minutes	Within 2 Business Hours
High	Within 30 Minutes	Within 6 Business Hours
Moderate	Within 45 Minutes	Within 12 Business Hours

Low	Within 60 Minutes	Within 5 Business Days
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The response time measures the length of time it takes to respond to a support request raised by the end user. ScaleITPro is deemed to have responded when a request is acknowledged on the helpdesk platform and a solution or request for further information is referred to the Client.

ScaleITPro will allocate the response priorities based upon the information provided or other information determined by us.

Receipt Notification is when the request is acknowledged by a written communication and job allocated to an engineer. Where incomplete information is provided, a normal response priority will initially be allocated. Interim fixes reducing the impact or severity of a fault or service failure, are deemed to be acceptable resolutions to Emergency or Quick Response priorities, permitting an extended response or resolution window to fully resolve the issue. Response times and notifications apply during standard business hours (8:30am – 05:30pm) only.

** **Note:** ScaleITPro will always endeavour to resolve problems as quickly as possible. It is recognized that Company's IT systems are key to its business and that any downtime can cost money. However, ScaleITPro is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously. For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server, but if a server fails due to disk error or faulty hardware, it may take much longer to get back up and running. In all cases, ScaleITPro will make its best efforts to resolve problems as quickly as possible. ScaleITPro will provide frequent resolution progress reports to the client. Furthermore, the client will bear the cost of hotel accommodation and transportation by air for areas outside of Lagos and Ogun State.*

Billing

Services are billed monthly (mid-month) in advance and are due and payable by the 1st of the month that services are being provided for. Late fees of N18,000.00 ex VAT may apply on payments older than 7 days from INVOICE date.

Service payments are only offered via Bank Transfer, Direct Debit or Credit Card, with zero fees.

If monies owed by the agreed payment terms, are not paid, we reserve the right to terminate the services provided and pass on any additional fees to the Client.

Extra Requirements

Upon Acceptance; we shall install

- **Xcitium** – (Mandatory) remote control, support and monitoring agent per workstation, server and other devices within the scope.

- Install Endpoint Detection and Response – COMODO Endpoint Security (if safety pack is ordered)
- Install online backup if ordered.

Should you not proceed with COMODO Endpoint Security from us we also require evidence that you have an approved Antivirus Product and that you are responsibility to keep this up to date.

Agreement

Executed as an agreement for and on behalf of Client and by their authorized officer(s) for a period of 24 Months, early exit fees apply. By signing this agreement you also commit to the conditions and terms in the BILLING section of this document.

Customer Information:

Legal Trading Name:

Company Registration Number :

Main Contact Number:

Authorized Officer's Email:

Business Address:

Accounts Contact Name:

Accounts Email Address:

Accounts Phone Number:

Signature/Date

ScaleITPro

Signature/Date

Client

Please see schedule 1 below for inclusions that this agreement covers

Schedule 1 Inclusions

Online Backup Size	[]	(50, 100, 250, 500, 750, 1000 Gb or Custom)
AntiVirus End Points	[]	Please specify # of WS and Servers requiring AV
Number of Servers	[]*	
Workstations	[]*	
Switches	[]*	
Access Points	[]*	
Storage	[]*	
Printers	[]*	
Routers/Firewall	[]*	

*** To be filled in by Client. A complete itemized list is to be provided**