

# **Annual Maintenance Contract for Professional Services**

**Between**

\_\_\_\_\_ **Co., Ltd**

**And**

**Compu Tech Computer Training and Servicing Co., Ltd.**

**Service Level Agreement**

**( Date \_ Month\_ 2020)**

**CT/C-0\_ / \_\_\_\_\_-2020**  
**Date \_ Month \_2020**



# COMPU TECH

## COMPUTER TRAINING AND SERVICING CO., LTD.

No. 91/93, Bogyoke Aung San Road and Corner of 49th Street, Pazundaung Township, Yangon, Myanmar.  
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### Annual Maintenance Contract for Professional Services Service Level Agreement (8x5x4)

#### 1. Client

\_\_\_\_\_ Co., Ltd, No \_\_\_\_\_, \_\_\_\_\_ Road,  
\_\_\_\_\_ Township, Yangon, Myanmar. (Office: +95 \_\_\_\_\_)

#### 2. Contractor (Technical Service Provider)

Compu Tech Computer Training and Servicing Co., Ltd. 91/93 Bogyoke Aung San Road. Yangon, Myanmar. (Office: +95 01 299539, 09 420664099, Service: 09 420664088, 09 420061626)

#### 3. Contract Sites and Locations

\_\_\_\_\_ Co., Ltd, No \_\_\_\_\_, \_\_\_\_\_ Road,  
\_\_\_\_\_ Township, Yangon, Myanmar. (Office: +95 \_\_\_\_\_)

#### 4. The General Maintenance & Repair Contract

Routine hardware checks, software updates, NOS and OS updates and file-structure related services. These services shall be provide on a monthly basis and as otherwise reasonably necessary or requested by Client.

The contract is Monthly Proactive/Preventive Maintenance Service of those Network Server and workstation. Contract detail and terms and conditions follows:

##### 4.1. Monthly Proactive/Preventive Maintenance Service

###### 4.1.1. Hardware

- 4.1.1.1. Routine check and performing preventive maintenance on installed hardware. Hardware & Software Installation – On-site installation of hardware and application software. This service includes RAM upgrades, hard-drives, add-in cards and peripherals. Some specialty hardware and industry specific software may require custom pricing.
- 4.1.1.2. Repair works and replacement of malfunction equipment's/components under Compu Tech Sales warranty. (Repair or replacement of other vendor's equipment's /components are not covered under the service contract and will be charged separately.)
- 4.1.1.3. The Return Material Authorization – RMA Service is offer as part of CT's hardware support to customers that need to protect their CT device in case of a hardware failure. For devices that have an active CT hardware support contract or that are under CT warranty, CT will replace the device in case of a hardware failure. Customers must request the replacement by filing a support case with CT's support team.

- 4.1.1.4. Hardware & Software Troubleshooting – Isolate the cause of the problem(s) in the computing environment. Note: In some rare situations (such as hardware failure or incompatible hardware or software), issues may not be resolvable. The Client is still responsible for any time-related fee.
- 4.1.1.5. Systems Integration – Installation of hardware into an existing computing environment. Services include setup of any necessary software (NOS/ OS/ Standard Applications/ Customized Programs/ Utilities) or hardware or Network Active Devices.

#### **4.1.2. Software (NOS/ OS/ Standard Application/ Customized Programs/ Utilities)**

- 4.1.2.1. Routine check on software integrity. (NOS/ OS/ Standard Application/ Customized Program/ Utilities)
- 4.1.2.2. Reconfiguration and re-installation of existing software. (define the standard NOS/ OS/ Standard Applications/ Customized Programs/ Utilities)
- 4.1.2.3. Minor/ Major software upgrade. (Installation of new software and major software upgrade such as office and other standard application suites will cover under service contract) – (Need to define the standard OS and Application)
- 4.1.2.4. Applying service packs and patches release by software vendors.
- 4.1.2.5. Applying operating system level upgrading release by software vendors.
- 4.1.2.6. Applying network operating system level upgrading release by software vendors. (Separately charges for out of the standard operation procedure of organization level requirement and redefine the organization structure)

#### **4.1.3. Virus Protection**

- 4.1.3.1. Weekly Virus Definitions Update. (at least two time per month)
- 4.1.3.2. Schedule scanning of viruses and cleaning infected files / mailboxes.
- 4.1.3.3. Checking Anti-Virus Log and Quarantined files and taking necessary action.
- 4.1.3.4. As A/V vendor release new Anti-Virus Program, customer system will be upgraded to latest version. (Symantec End Point Edition)
- 4.1.3.5. Outbreak Response: If major Virus outbreaks occur, CT will inform the customer immediately free of charge and emergency action will be taken. The action need user request and this will charge per call basis.
- 4.1.3.6. Follow-up Virus Cleanup: If customer does not follow the security guidelines, virus infection can still occur. If this is the case, Compu Tech will not take any responsibility on the damages caused by the virus infection but limited follow-up virus cleanup will be provided

#### **4.1.4. System Security**

- 4.1.4.1. CMOS setup Password/ Security/ Drive access configuration (Password Level)
- 4.1.4.2. Local user/group account management from Domain Server (Administrator Level)
- 4.1.4.3. Securing Operating System Baseline Securities (e.g., Securing NTFS permission) by applying OS Security Templates. (Standard Administration Level)
- 4.1.4.4. Running OS Security Analyzer and reconfiguring security configuration mismatches.
- 4.1.4.5. Removing / adding of un-necessary/additional software (Administration Level)
- 4.1.4.6. Applying New OS Service Pack once available
- 4.1.4.7. Applying Browser Service Pack once available
- 4.1.4.8. Applying Additional Security Patches. (e.g. SP3 for Office /2010/2013/2016/2019 etc.)
- 4.1.4.9. Applying OS security QFE patches regularly (English version) and another user's requested version (e.g. Japanese, Chinese version)
- 4.1.4.10. Setting up Firewall: Installing and maintaining Symantec Norton Internet Security and Configuring the Personal Firewall according to user's requirement.

#### **4.1.5. System**

- 4.1.5.1.** Creating new partition and high-level formatting, file system preparation. (NTFS/ FAT32/ exFAT/ ReFS)
- 4.1.5.2.** Installation of client operating system. (Standard OS, Application and Utilities)
- 4.1.5.3.** Configuring and optimizing file system, disk type and partition style (NTFS/ ReFS/ Basic/ Dynamic/ GPT)
- 4.1.5.4.** Memory management and optimization. (depend on CPU Cache L1/L2/L3)
- 4.1.5.5.** Applying service packs and patches release by OS and application vendors.
- 4.1.5.6.** Date and time setting, time zone setting, currency and other locale settings.

#### **4.1.6. Network Scope**

- 4.1.6.1.** Initial Setup – Network system design, installation and configuration. This service includes setup of printers, scanners, Internet connectivity accounts, e-mail setup and general commercial applications. May also include transfer of documents, bookmarks and settings from previous systems.
- 4.1.6.2.** Network Security – Installation of hardware and/or software to provide reasonable network security and virus protection. Note: network security and virus protection services are provided on a best-effort basis and are not guaranteed to prevent network intrusions or virus attacks.
- 4.1.6.3.** Troubleshooting of reported computer or network problems.
- 4.1.6.4.** Installing and configuring computer network operating systems, application software.
- 4.1.6.5.** Structured Wiring (Network and Power) and physical network infrastructure. (Wire & Wireless)
- 4.1.6.6.** Remote support and User access addition(s) / removal(s)
- 4.1.6.7.** Office automation and technology integration, long-term planning, technology consultation.
- 4.1.6.8.** Computer network asset documentation and acquisition services
- 4.1.6.9.** Practice Management Software customizations and interface/file structure design.
- 4.1.6.10.** Computer, Server and Network security services, network optimization services
- 4.1.6.11.** Planning and Design (Virtualization Process), Installation and troubleshooting services

#### **4.1.7. Wireless Network Scope**

- 4.1.7.1.** Initial Setup – Wireless network system design, installation and configuration. This service includes setup of all wireless devices (Workstation, printers, scanners, Access Point, Switch and Router, Controller) with Internet connectivity accounts, setup and general commercial applications.
- 4.1.7.2.** Network Security – Installation of wireless hardware and/or application software to provide reasonable network security and all service protection (internal and external connection)
- 4.1.7.3.** Troubleshooting of reported wireless computer or all wireless network problems.
- 4.1.7.4.** Installing and configuring wireless network operating systems, application software.
- 4.1.7.5.** Structured Wiring (Network and Power) and physical network infrastructure. (Wire & Wireless)
- 4.1.7.6.** Remote support and User access addition(s) / removal(s).
- 4.1.7.7.** Practice Management Software customizations and interface/ file structure design.
- 4.1.7.8.** Computer, Server and all wireless Network security services, network optimization services

#### **4.1.8. Virtualization**

- 4.1.8.1.** Select the virtualization Hardware (or) relative device.
- 4.1.8.2.** Virtualization Host Server Installation and Configuration.

- 4.1.8.3. Storage Server installation and configuration for VM Module.
- 4.1.8.4. IDRAC management port installation and Configuration,
- 4.1.8.5. Virtual NIC (or) Virtual Switch installation and configuration (Virtual Interface).
- 4.1.8.6. VSAN Switch Installation Configuration (Core and Distribution).
- 4.1.8.7. Virtualization Server Farm Network Connectivity Testing and UAT.
- 4.1.8.8. Mount Storage service on Server and VMware Data Store Configuration.  
(Configuring and optimizing file system, disk type, partition style and Volume - NTFS/ ReFS/ Basic/ Dynamic/ GPT/ RAID volume system)
- 4.1.8.9. Thin (or) thick Provisioning and Storage Reclamation.
- 4.1.8.10. VM cluster sizing calculation for all virtual machine (VMware sizing tool).
- 4.1.8.11. Vcenter, vSphere installation and configuration for VM Environment.
- 4.1.8.12. VMware High Availability installation and Configuration, VMware vMotion installation and Configuration.
- 4.1.8.13. VM Replication process configuration (Backup Solution – Veeam, Arcserve).
- 4.1.8.14. Applying VM service packs and patches release by I/O Controller firmware, Hypervisor, NOS and application vendors. (Dell, HP, QNAP, Synology, Nutanix)

#### 4.1.9. Internet/E-mail

- 4.1.9.1. Routine check on connectivity and service/minor repair works on modems and from modem to internal phone line connection.
- 4.1.9.2. MPT/Bagan (ADSL/Broadband/IP-Star/WI-Max/dial-up/mail/firewall) user account maintenance – changing user name/ password and phone number. (not including the extra expenditure of ISP/GOV site such as services upgrading plan, change the communication type,)
- 4.1.9.3. Creating and maintaining outlook/outlook express profiles and other third-party mail application for users. (defined the special third-party mail application and file type)
- 4.1.9.4. Outlook Personal Store (PST) file maintenance
- 4.1.9.5. Installing Spam Filter Software if applicable/available.
- 4.1.9.6. Installing Anti Spyware Software if applicable/available.
- 4.1.9.7. Regular updates of Spam filter / Anti-Spyware Definitions.
- 4.1.9.8. Regular scanning of Spyware/Adware programs.

#### 4.1.10. Peripherals

- 4.1.10.1. Routine check and preventive maintenance on peripherals such as printers and scanners.
- 4.1.10.2. Routine check and preventive maintenance on protection equipment such as Uninterruptible Power Supplies, Surge Protector, etc.
- 4.1.10.3. Replenishment of consumable supplies such as printer toners. (Supplies shall be provided by client)

#### 4.1.11. Data Recovery - **It is Specialized Service for Compu Tech**

- 4.1.11.1. Minor file level recovery of immediate deleted files (Volume level recovery is not cover by service contract and will be charged separately.)
- 4.1.11.2. Data Backup & Data Recovery – Develop and implement a backup strategy. Note: In some situations, (such as complete hardware failure, media failure or total data corruption) data may not be recoverable. Provider does not provide data recovery services but can arrange for such services on behalf of Client if necessary.

#### 4.1.12. Consultation Service

- 4.1.12.1. Suggestion on optimal overall system design of the client’s organization. (e.g. license, packs, patches, upgrading, database, firewall, remote communication and infrastructure and user requirement)
- 4.1.12.2. Suggestion on optimal placement of equipment and standard operation procedure.
- 4.1.12.3. Suggestion on purchasing of state-of-the-art, best cost/performance, and lowest total cost of ownership (TCO) hardware, software, application and network structure.
- 4.1.12.4. Suggestion on administrator and end user level training. (Special/ advance training is not covered by service contract and will be charged separately.)

**4.1.13. Other Terms and Condition**

- 4.1.13.1. Routine check, preventive maintenance, and services mentioned above will be done \_\_\_\_\_ times per month. (extra call from clients site)
- 4.1.13.2. With normal service call, same day service will be available and free extra services call ( ) time per month.
- 4.1.13.3. This contract shall cover above-mentioned services for (\_\_\_\_) units of PCs and devices. (not include the tablet computer and will be charged separately)
- 4.1.13.4. Client can add maximum 1 unit of PCs without affecting the service contract.
- 4.1.13.5. Renewal of service contract to be renegotiate if more units above the maximum are installed.
- 4.1.13.6. Needs Assessment – Custom support regarding hardware or software purchases to accomplish specific tasks or business goals.

**4.1.14. Confidential data**

- 4.1.14.1. The contractor (Compu Tech Computer Training and Servicing Co., Ltd) certifies that they will not exchange, transfer or divulge confidential data from his client ( \_\_\_\_\_ Co., Ltd) to other person or other company

**5. The Technicians and Engineers**

- 5.1. The contractor (Compu Tech Training, Sales and Servicing Co., Ltd) shall undertake the contract by the rotating assignment of CT Contract Service Team Technician by management of the following persons: (Groups Assign: One Assistant Chief Engineer 2, One Network Engineer 2, Two Services Technician 3). We have to assign two groups per month for your services contract.

1.	Ye Kyaw Thein	M.Sc (Physics) M.I.Sc (Computer Science)	Chief Technical Director
2.	Khaing Thazin	B.C.Tech (Hons:), MCITP, NA (MCPA)	Assistant Chief Engineer 2
3.	Myo Min Khant	B.A (ECO)	Network Engineer 2
4.	Han Linn Htun	B.A (Myanmar)	Services Technician 3
5.	Ei Mon Htun	B.A (English)	Services Technician 3

**6. The Duration and Charges**

- 6.1. Duration of contract shall be minimum one year (12 months).
- 6.2. This Service Contract Term is from 1 \_\_\_\_\_ 2020 to 1 \_\_\_\_\_ 2021.
- 6.3. (\_\_\_\_,\_\_\_\_) Kyat for Network Devices Setup services and it will be charge for Setup Configuration Charges.
- 6.4. (\_\_\_\_,\_\_\_\_) Kyat for Monthly Services and it will charge for monthly basis.
- 6.5. Services charges will also add kyats ( \_\_ , \_\_ ks Per Month) for every next years’ service charges.

