Managed IT Services Agreement

This agreement is made between the Managed Service Provider and the Client named below and takes effect on the date of the last signature.

Managed Service Provider

LEGAL NAME

EMAIL

PHONE

GSTIN

ADDRESS

Client

LEGAL NAME

EMAIL

PHONE

ADDRESS

Scope of work

The Managed Service Provider will monitor and manage the infrastructure listed below and respond to incidents according to the service levels stated.

INFRASTRUCTURE IN SCOPE (SERVERS, CLOUD ACCOUNTS, NETWORK)

MONITORING

CRITICAL RESPONSE TIME

BACKUP FREQUENCY

START DATE

END DATE

RENEWAL

Fees and payment

MONTHLY MANAGEMENT FEE (₹)

BILLING

YEARLY INCREASE (%)

Payment method

◯ UPI ◯ Bank transfer ◯ Auto-debit (NACH) ◯ Cheque

Invoices are payable within 15 days. Late payments may attract interest at 1.5% per month, and the provider may pause services after 30 days of non-payment with notice.

Specific terms

- Patching. Security patches are applied in an agreed maintenance window within 14 days of release, and critical ones sooner.
- Incidents. Security incidents are reported to the Client without delay so it can meet CERT-In's 6-hour reporting rule.
- Exit. On termination the Managed Service Provider hands over documentation, credentials and backups and helps transition for up to 30 days.

Standard terms

- Independent contractor. The Managed Service Provider is an independent contractor, not an employee, and is responsible for its own staff, taxes and statutory dues.
- Confidentiality. Each party keeps the other's non-public information confidential during this agreement and for two years after it ends.
- Liability. Except for fraud, wilful misconduct or breach of confidentiality, each party's total liability is limited to the fees paid in the three months before the claim.
- Termination. Either party may end this agreement by written notice of the period chosen below, or at once if the other party commits a serious breach and does not fix it within 7 days. The Client pays for work done up to the end date.
- Taxes. Fees exclude GST, which is added to invoices where applicable.

Notice period to terminate

◯ 30 days ◯ 60 days ◯ 90 days

Initials

General terms

- Governing law. This document is governed by the laws of India.
- Entire agreement. This document is the whole agreement between the parties on its subject and replaces earlier discussions.
- Amendments. Changes are valid only in writing signed by both parties.
- Severability. If a clause is unenforceable, the rest of the document still applies.
- Notices. Notices may be sent to the email addresses given above and take effect on delivery.
- Electronic signatures. The parties agree to sign electronically; electronic signatures and records are valid under the Information Technology Act, 2000.

Managed Service Provider

SIGNATURE

PRINTED NAME

DATE

Client

SIGNATURE

PRINTED NAME

DATE