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PROPOSAL / CONTRACT TO

XXX LTD

DATE :

NO #

FOR : IT SUPPORT & MAINTENANCE

ATT :

RE : Proposal & Contract To Support, Service & Maintain The Computers & Computer Devices at XXX LTD

## Introduction

Proposal covers support, servicing and maintenance of computers & Computer devices. We propose to undertake the referred, on contractual basis where, you engage us to deliver the services of servicing and maintaining the computers and computer devices at XXX LTD Offices in XXX and ensure they operate at optimum. You can engage us to deliver this service to your company / organization in two ways.

1. **Full Support** – Where we support your company / organization in full, meaning, we deliver services, regular checks, consultations, required updates, support, and installation and are paid a constant fee at the end of every month. This implies that, we will be responsible of taking regular checks on all computers and computer equipments and accessing their performance every month. So doing, ensuring that computers and devices perform at optimum. This support ensures smooth operations of all supported devices at all times.
2. **Quarterly support & Maintenance** – Where we support your company / organization and carry out regular maintenance, compulsory checks, consultations', required updates, support and installations after every three months, implying that, we will be responsible for taking regular checks on all computers and computer equipments and accessing their performance every three months. So doing, ensuring that computers and devices perform at optimum. Payment for services is also done on quarterly basis.

## HERE ARE TOP 4 REASONS WHY IT'S HELPFUL TO SIGN UP FOR A COMPUTER REPAIR / SERVICE / MAINTENANCE PLAN :

1. For example, it's typically best practice to apply critical security updates at least once a month, firewall, virus, adware & spyware protection needs regular reviews and management, in the long run it can help save a lot in your data security or data damage and save costly repairs and time.
2. The management of hard drive recourses prevents storage issues & server crashes if any. With a computer repair / maintenance service plan, there is a dedicated entity to make sure these things do not happen.
3. With a computers maintenance service plan, there is a predictable monthly / quarterly budget and support, minimizing financial and technical surprises
4. A maintenance service plan ensures your organizations /company computers are using software that is up to date and therefore stable, performance is ensured and also certain security vulnerabilities are avoided.

# THE CONTRACT

We would like to give you the best service; we have therefore made our TOS – Terms Of Service very simple.

## MAINTENANCE AGREEMENT TERMS AND CONDITIONS (T & C)

### A. GENERAL TERMS AND CONDITIONS

1. This agreement is initially for a period of one year commencing from the date of signing.
2. No work shall be undertaken on Sundays, holidays and beyond office hours of the company except by prior arrangements and at additional charges to the customer on a "PER CALL BASIS" at the standard rates currently in effect then.
3. The customer shall provide full and free access to computers to provide service thereon.
4. iVelp Computers is obliged to ensure first degree safety for customers data and equipments, & to ensure high level of confidentiality of customer data and information.
5. The obligations of iVelp Computer Systems under this agreement excludes :
  - Any major physical upgrading of computers.
  - And major failure of hard disks and monitor picture tubes.
  - Repair of malfunction or damage due to accident, transportation, neglect, failure due to use of non- standard electrical power, air conditioning or parts, works due to alteration of machines by persons other than iVelp Computer Systems Personnel.

### B. TECHNICAL TERMS AND CONDITIONS

1. This agreement shall not cover the replacement of components or parts but will be limited to preventive and diagnostic calls meant for the repair of the machines unless so recommended.
2. The cost of replacement of malfunctioning parts needed for repairs shall be borne by the customer at actual. An estimate of such cost will be provided by iVelp Computers. The customer is free to buy these parts or components and make them available to iVelp Computers or may ask iVelp Computers to arrange for these procurements.

3. iVelp Computers is not responsible for physical machine problems such as major hard disk failure, monitor failure, printer heads failure etc if such takes place during use of the faulty item.
4. iVelp Computers may be allowed to take faulty components to the TEST & REPAIR CENTER for due repairs if the need arises.
5. Equipments which have crossed the MTBF (Mean Time Between Failure) shall not be considered for maintenance unless arranged.

## **Our Support & Maintenance Plan**

This plan provides peace of mind by foreseeing and preventing costly computer problems before they happen.

### **1- System Analysis**

We will analyze the software and hardware components in your system for proper function and provide you a copy of the documentation for your records if required.

### **2- Virus Scan**

We will install and scan your system with the latest virus scanning utilities.

### **3- Drive Scan**

We will scan your hard drives to detect potential bad sectors and data corruption. We will repair bad sectors/data as possible.

### **4- Clean Temporary Files**

We will clean unnecessary temporary files, which use system resources and add to performance degradation.

### **5- Defragmentation**

We will defragmenter your hard drive(s) to ensure file system optimization.

### **6- Drivers Updates Check**

We will check your main hardware components and peripheral devices for updates and recommend updates as necessary.

### **7- Networking Component Optimization**

We will eliminate any unnecessary networking protocols and services to ensure optimum networking performance and to minimize unnecessary vulnerability exposure.

### **8- Security Updates**

We will update your system with the latest security updates provided by vendors.

### **9- Remove Unnecessary Applications/Services**

We will remove applications that take up space and system resources that are no longer actively used. We will also make sure that only necessary components remain resident in memory at startup.

### **10- Pest/Boot Detection**

Pests and bots are applications that often get installed to a desktop without the owner/user's knowledge. These applications can be used for various activities from providing confidential information to 3rd-parties to allowing hackers to use your system to assist in denial of service attacks on others. We will scan for all pests and bots on your system.

### **11- Registry Check**

We will check the integrity of your registry and use tools to clean and repair the registry as necessary.

### **12- Review of Systems Check**

We will explain our findings, review the work performed and answer any questions that you might have.

# THE AGREEMENT

## Agreement Period

From Date (DD/MM/YY) \_\_\_\_\_ To Date (DD/MM/YY) \_\_\_\_\_

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### SIGNED BY OR ON BEHALF OF CUSTOMER

NAME : \_\_\_\_\_

DATE : \_\_\_\_\_

SIGNATURE / STAMP : \_\_\_\_\_

### SIGNED BY OR ON BEHALF OF IVELP COMPUTERS

NAME : \_\_\_\_\_

DATE : \_\_\_\_\_

SIGNATURE / STAMP : \_\_\_\_\_

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The detailed terms and conditions on the reverse are a part of this agreement.

The customer acknowledges that he/she has read this agreement, understands it and agrees to be bound by its terms and conditions.

THIS PART IS RENEWABLE – (THE AGREEMENT PERIOD IS RENEWABLE UPON EXPIRY)

## MAINTENANCE / SUPPORT DETAILS

Customer Name and Address	Agreement No.	
	Date	
	Agreement type NEW / RENEWAL	
	EXPIRY DATE – DD/MM/YY	
	Support type FULL / QUARTELY	

Type of Support	Service Details / ITEMS	Service Charge	Remarks
	<i>Total</i>		

Customer Signature /Stamp

For iVelp Computer Systems

\_\_\_\_\_  
In The Presence of (LEGAL)

**iVelp Computer Systems**

MOB +254 726 38 22 92, Email : [inquire@i-velp.com](mailto:inquire@i-velp.com)

Website : [www.i-velp.com](http://www.i-velp.com)

**OFFICIAL STAMP**