

Business Contracts



CONTRACT PACK

▶ [Click here to purchase](#) a Contract Pack for **only \$67 - \$127**.



S
A
M
P
L
E

Following is a sample of just one of **hundreds of contracts and agreements** available in our Contract Pack collections.

OUTSOURCED HELP DESK SERVICE LEVEL AGREEMENT (SLA)

THIS AGREEMENT is made this ____ day of _____, 200__ by and between <<Company>> (“Help-Desk Consultants”) and <<CustCompany>> (“Customer”).

Agreements

In consideration of the mutual covenants set forth in this Agreement, Customer and Help-Desk Consultants hereby agree as follows:

1. Scope of Services.

Help-Desk Consultants shall, during the Term (as defined below) provide to Customer the following support and help-desk consulting services described below (the "Services" or "Work Product"), at such times as Customer may reasonably request.

Help-Desk Services include, but are not limited to:

- 1) Install patches, fixes, and updates to operating system and/or servers; install additional software packages to the operating system or server; install patches, fixes, and updates to additional software packages.
- 2) Maintain adequate protection and safeguard Customer against virus, trojan, spyware (the “Protections”), or any other unauthorized intrusion Customer may specify.
- 3) Develop policies and procedures for updating Protections.
- 4) Evaluate and make recommendations to Customer regarding network security, Protections, or any other concerns Help-Desk Consultants may have in order to safeguard Customer’s network, workstations, computers, or other related systems.
- 5) Provide consultation and installation Services for any new projects or tasks that Customer requests of Help-Desk Consultants.
- 6) Provide disaster recovery from backup and maintain a current file library of all software, licenses, records, or purchases Help-Desk Consultants have made for Customer, source code and maintain a history log or other record for Customer concerning all installations, upgrades, patches, or other Services performed for

This sample has been truncated to only show part of the first page. The complete editable version of this document can be purchased as part of the Proposal Kit or Contract Pack collections <http://www.proposalkit.com/htm/products.htm>

See the product compare chart for which product(s) this document is included in at: <http://www.proposalkit.com/htm/compare5.htm>

Copyright, Cyber Sea, Inc. All rights reserved. Proposal Kit ®

Customer Initials _____ Consultant Initials _____



S A M P L E

This sample has been truncated to only show a portion of the content. The complete editable version of this document is included with Proposal Kit Professional and Contract Packs available at:

<http://www.proposalkit.com/htm/products.htm>