



IT Onsite Service Contract Proposal

For

<<Customer>> Ltd

I N T R O D U C T I O N

This Service Contract for Onsite Deskside PC Support (this "Service Contract") is made effective as of February 5th, 2007 (the "Effective Date") by and between <<Customer>> Ltd. ("Customer Contracting Party"), with offices at _____, and IT Pattana Co.,Ltd ("Vendor Contracting Party"), with offices at 211 Moo 5 Sukhumvit rd. T.Nern-Phra A.Muang Rayong 21150.

<<Customer>> factory is currently running a Local Area Network (LAN) with Active Directory/File server and deploying about 35 computer units. <<Customer>> factory has requested a service for onsite support for all the Servers, PCs (Desktops and Laptops), Network equipments, and Peripheral equipments located at <<Site>> site by coordinating with <<Customer>> central IT management in Bangkok.

The Onsite IT Support is targeted on one Full Time Equivalent (FTE) staff service at the <<Customer>> factory. Onsite support hours will follow <<Customer>> published working hours.

IT Pattana focuses on its IT technical deliverable commitments with the customers by bringing in staffs with IT technical skills which match customer requirements. IT Pattana also coordinates with customer central IT support team to apply IT policies and procedures, and also applies IT industrial standard operational processes such as ITIL (Information Technology Infrastructure Library) for customer IT documentation control and reporting.

SCOPE OF WORK - TERMS AND CONDITIONSThe Onsite IT support deliverables are as follows:

- End-users support

Upon request from <<Customer>>'s authorized person, the Onsite Deskside support person will serve as a single point support for the end users to work on computer related problems or requests. The onsite Deskside support person will log the problems or requests from users and manage them for ticket tracking, identification of problem, problem resolution, managing reporting and trend analysis; provide support and assistance in network, operational and software problems.

- Moves, adds and changes

The Onsite Deskside support person will provide assistance for new or existing computer hardware and software setup or upgrade, loading and configuring device drivers and moving their data to enable new or existing hardware and software to operate properly.

- <<Customer>> software support

Software usage support includes providing technical support for <<Customer>> authorized software such as MS office, e-mail software, which consists of problem tracking, problem source identification, problem resolution, management reporting and trend analysis.

- <<Customer>> Server and Network coordination support

Upon request from <<Customer>>, the Onsite Deskside support person can also provide the coordination tasks on the <<Customer>> servers, LAN and WAN. Due to the criticality of the Server and Network, IT Pattana support person will work will be only performed upon <<Customer>>'s IT team approval, and strictly performed under <<Customer>> central IT team's instructions.

- <<Customer>> PC document control

IT Pattana will coordinate with <<Customer>> Central IT team to review and maintain PC operation manuals, network management and cabling documentation and any other documentation related to the IT environment and defining and maintaining user computer profiles, service process, connectivity strategy, mission-critical application requirement, and security strategy.

- IT Roll-out coordination

IT Pattana will prepare <<Customer>>'s PC for connecting the system at the end user locations, creating the appropriate user environment on the servers and workstations, including transfer of user application and user data, network access, performing functional tests, providing user hands on training, and discontinuing the old equipment. IT Pattana is also responsible for IT asset tagging and tracking.

- Security management

Security management includes the Log on ID registration, password management, anti-virus installation and update functions, and operating system patching. IT Pattana will coordinate with <<Customer>> central IT team to develop, review, impose and maintain the agreed security process and procedure standard.

<<Customer>> factory Servers and Equipment List

- AD Member and File server
- Network Switches / Hubs
- WAN Router and Modem
- TBD (as identified by <<Customer>>)

<<Customer>> factory clients list

- Around XX desktops and laptops
- Shared department printers and other IT Peripherals
- TBD (as identified by <<Customer>>)

C O M P E N S A T I O N

Standard Item	Qty	Unit (THB)	Total Price (THB)
Daily Onsite IT support	12 months	45,000.00	540,000.00
Total			540,000.00

Time and Material (T&M) rate

Scheduled Onsite Support	Price (Baht)	
Additional Daily Support	4,000	Daily Fixed price – per 1 FTE during standard support hours

Work Requests	Rate (normal hourly rate = Daily rate/8)
Works requested on Customer’s Normal working days outside normal working hours	1.5 times normal hourly rate
Works requested on Customer’s holidays during normal working hour	2 times normal hourly rate
Works requested on Customer’s holidays outside normal working hour	3 times normal hourly rate

Note. Prices are not included 7% VAT. 1 US dollar is approximately 33 Thai Baht

IN WITNESS WHEREOF, this Service Contract has been executed by the Parties as of the date.

<<Customer>> Co.,Ltd

IT Pattana Co.,Ltd

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

A P P E N D I X - A : S U P P O R T T E C H N I C A L C H E C K L I S TWindows XP Professional Checklist

- Perform Norton Symantec (or <<Customer>> standard) AntiVirus scan on each PC
- Check Norton (or <<Customer>> standard) AV version, Scan Engine version, Virus Definition version
- Check the Windows XP (SP2) Security setting status: as status instructed by <<Customer>> IT department
- Check PC Harddisk space and run Harddisk scan (if required)
- Check the Windows File and Printer Sharing (if required: as instructed by <<Customer>> IT Department)
- Export installed software list for PC inventory list
- Check system services (as some services are to be disable for security reason: as instructed by <<Customer>> IT department)
- Scan for undesired files such as mp3, mpg (as instructed by <<Customer>>)
- Obtain users signature for the completion of the work

Windows XP system Troubleshooting and Rebuilt checklist

- Check Windows XP installation CD and application CD or Ghost CD for the correct PC model
- Prepare latest Norton Symantec (or <<Customer>> standard) Antivirus installation disk
- Check required license keys for installation
- <<Customer>> Domain required information;
 - Administrator id to join the Domain
 - Company Domain name
 - User id
 - Computer name (of PC)
 - DHCP IP address (if static, note the actual IP, as well as the gateway and subnet mask)
 - DNS Server
 - WINS Server
- Backup user data which is in the Harddisk or Ghost the user Harddisk image
- Install Symantec (or <<Customer>> standard) AV and Enable Real Time protection

- Run and Schedule automatic DAT Updates (if required by <<Customer>> IT Department)
- Start installing new Windows XP operating system and the applications
- Join <<Customer>> Windows domain
- Setup default printer and test print
- Setup default and user network drives
- Restore the users data files on the PC
- Request users to test using the PC as normal
- Obtain users signature for the completion of the work

A P P E N D I X - B : S T A N D A R D S U P P O R T S L A

Standard Severity Definition		
Severity Level	Definition	Time to Resolution
Severity 1	a systems failure resulting in, or the high probability of, high impact to business or production. A work around or temporary process is not available.	4 hours*
Severity 2	a systems failure considered critical to the business, which can develop into high impact to business or production if left unattended, or a major systems outage that affects a large group of people or a department. A work around or temporary process is available.	6 hours*
Severity 3	a problem with medium or low impact to business or production. A work around or temporary process may or may not be available.	1 day*
Severity 4	a problem with no impact to business or production. A Change Request or an enhancement.	Next onsite scheduled
<p>* In case of incidents occur during non-standard onsite support hours, or the incidents occur when "time to resolve" cannot be met within the onsite support hours, IT Pattana will escalate to <<Customer>> authorized person. As a result, an additional onsite support might be requested from <<Customer>>'s authorized person to IT Pattana manager.</p>		

Incident Management			
	Incidents	Severity level	Action/Workaround
1	Network problems		
1.1	LAN down	1	Replace with spare LAN equipments, escalate to manager and also inform all users.
1.2	The link between site is down	1	Contact local service provider.
1.3	Slow network response for all user in the location	2	To be investigated by cases, for example, user send mail with large attachment to all users.
1.4	Lost network connection for individual user	3	Check user machine, lan cable, access switch.
1	Hardware problems		
1.1	Server hardware failure	1	Contact hardware vendor to fix the problem.
1.2	Server has slow response time	2	To be investigated by cases such as some background jobs use large amount of CPU utilization.
1.3	User hardware failure	3	New hardware will be replaced instead of the broken one.
1.4	user machine has slow response time	3	To be investigated by cases, for instance, In user's machine has very low disk space.
1	OA problems		
1.1	Program(Office, Acrobat, IE) can't start	3	To be investigated by cases, for instance, the program can't start because some files are corrupted.
1.2	Program(Office, Acrobat, IE) isn't working properly	3	To be investigated by cases, for example, Internet explorer can't open some pages or acrobat file was created by newer version than the current version in user's machine)
2.	Usage problems		
	Program(Office, Acrobat, IE) usage	4	

A P P E N D I X - B : S U P P O R T T E C H N I C A L R E P O R T

IT Pattana Service Report

Date (dd/mm/yy).....

Client Company.....

User Name.....

Extension no.....

User ID.....

Computer Name.....

Problem Description

.....
.....
.....
.....

Resolution:

.....
.....
.....
.....

Any next steps required?

No

Yes

.....

Troubleshoot Start Date/Time (dd/mm/yy hh:mm)

Troubleshoot End Date/Time (dd/mm/yy hh:mm)

Comment :

.....
.....

User Sign-off Signature.....

APPENDIX - C : MONTHLY TECHNICAL REPORT

With mutual agreement, ITPattana will provide below standard reports to <<Customer>> factory:

Report Name	Category	Frequency
Deskside Support		
1. Virus protection and detection	Description of the virus that was discovered, any damage that occurred and how the virus was removed	Monthly
2. Problem Management	Listing of all reported problems (statistics on number of tickets, types, closed, open)	Monthly
3. Root Cause Analysis Report for High impact problems	Identify cause of the problem and preventive actions after the incident occurred	Monthly
PC Hardware/Software Inventory and User Profile Management		
1. PC Hardware inventory at <<Customer>> factory, hardware serial number	Asset Management	Monthly
2. User Profile data (last name, first name, Logon ID, Dept Name, Phone)	User Management	Monthly

A P P E N D I X - D

Company Information	
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