



Gary Eikenberry Consulting

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Offer of Services

Between: Gary Eikenberry Consulting and ****
Re: IT Support Service
Reference: SRV200x-00x (SampleSupport.doc)
Effective: ##### through #####
Date of offer: #####

Gary Eikenberry Consulting Gary Eikenberry Consulting agrees to provide ongoing Information Systems Support Services as specified below. In exchange for these services CCPFH agrees to pay, upon invoice, a total sum of \$****.** plus GST.

Invoicing in 2 equal instalments of \$****.** plus GST is also available on request.

Services:

1. On-site support on an on-call basis up to ** hours prepaid, with additional hours available as required at a preferential rate (see note 6 below) invoiced on a monthly basis.
2. On-call telephone "help desk" support up to a maximum of 15 calls or 5 hours per month for hardware, software or electronic communications support, during regular working hours⁴.

Notes:

1. Standard on-site and help desk services are provided by a designated staff member backed up as required by Gary Eikenberry. An upgrade to Premium level support services, with direct support from Gary Eikenberry is available for an additional \$600 annually.
2. Additional prepaid on-site hours can be added prior to signing in 10 hour blocks at a cost of \$650/10 hour block or at a cost of \$700/10 hour block subsequent to the commencement of coverage through a signed change order.
3. Unused hours at the end of the term of this contract are non-refundable and may not be carried forward to subsequent contracts.
4. Regular working hours are defined as of 9:00 A.M. - 5:00 P.M, Monday through Friday (statutory holidays excluded). On-site service for evenings, weekends and holidays is calculated at rate of 1.5 times the standard on-site price. Off-site support (shop time, programming, etc.) is calculated at a rate of .75 of the on-site price.
5. New project development, detailed systems analysis or major systems upgrades are not included.
6. Preferential rates on additional support not covered by this agreement or in excess of the prepaid amounts covered by this agreement are extended as follows:
 - Telephone support \$ 40.00 / hour; minimum \$10.00/call.
 - On site support at a rate of \$75.00 per hour during regular working hours.
6. Prices quoted above do not include GST, which is added at the time of invoicing.
7. Terms on all invoices are 15 days net from the date of issue. Overdue invoices are subject to an additional charge of 2.5% per month. Gary Eikenberry Consulting reserves the right to withhold services related to overdue invoices.
8. Undocumented functions, features or tasks for any software, or functions or operations, which exceed or violate licensed uses or the installation, configuration or support of software to which the client does not hold a current valid license are explicitly excluded from this agreement.

Upon signing by both parties, this document constitutes a Memorandum of Agreement.

This offer is valid until the end of business on Friday, #####.

To accept this offer of services sign two copies of this document and return 1 copy to Gary Eikenberry Consulting.

For Gary Eikenberry Consulting

Date

for ****

Date