

EPM Partners

Empower your project management team
with Microsoft Project Server

Support Services Agreement

Agreement for the Provision of On-going Support Services for Microsoft Project Server-Based EPM systems

Customer: [Customer Name] (“Customer”)
Customer Contact: [Customer Contact]
Commencement Date: [Date]
Our Ref: [Customer Name] EPM System - Support Services Agreement

The Service

EPM Partners’ EPM application support service gives its Customer access to specialist application and technical skills to assist in the support/maintenance of its Microsoft Project Server system.

To facilitate this service, the Customer will purchase a block of pre-paid support hours. These hours may be used by the Customer to access reactive support, system maintenance – reactive and proactive, training, minor modification and enhancement work, etc.

Where the Customer’s system was implemented by EPM Partners the service may be commenced immediately after installation. If the system was implemented by the Customer itself, or by a third party organisation, then EPM Partners will need to inspect/audit the installation prior to the service commencing requiring. Typically, this will require between 1 and 2 days’ work.

The following describes the services that might be undertaken under this arrangement:

Reactive Support & Maintenance

1. Provide ad-hoc administration, support, enhancements, tuning and configuration changes for Microsoft Project Server, based on the Customer’s requests
2. Provide structured and/or ad-hoc training as required, based on the Customer’s requests
3. Provide best practice guidance based upon EPM Partners’ experience in successfully implementing Microsoft Project Server systems, based on the Customer’s requests

Proactive Maintenance

1. Scheduled Microsoft Project Server server maintenance, including:
 - a. Checking Windows event log on servers for any Microsoft Project Server specific errors
 - b. Check SQL Server error log on server
 - c. Perform maintenance on the Microsoft Project Server databases

- d. Applying patches and upgrades as required
 - e. Creating and modifying server configuration as business requirements change, to include Fields, Views, Security and SharePoint configurations
2. Ad-hoc technical/administrator training as required
 3. Provide best-practice guidance based on experience elsewhere
 4. Document any maintenance undertaken

Provision of Services

1. Unless otherwise agreed, support activities will be conducted remotely from EPM Partners' Canberra/Melbourne/Sydney offices via telephone, email or remote desktop connectivity (e.g. using MS Terminal Services or Citrix) with the Customer's system(s). On occasions, EPM Partners personnel may be required to visit the Customer's site to undertake support activities. In this event, EPM Partners will comply with any security procedures and applicable policies and reasonable directions of which it is notified by the Customer.
2. The Customer Contact (named at the head of this agreement) or authorised deputy will log a support request on the dedicated Customer support site detailing issue and/or work required to be delivered under this agreement.
3. EPM Partners will respond promptly to the Customer's service requests within one business day and start working on the issue as soon as possible. This response does not necessarily mean that any issue will be fixed in this period. It is the time for a consultant to confirm the problem/request and give a potential resolution timeframe.
4. Where a more significant technical support or development task is requested (i.e. a task that requires more than can be provided by remote mechanisms, or one requiring more than 4 hours effort to resolve), EPM Partners will make resources available within 5 working days of the request.
5. Where a test environment exists (i.e. a duplicated production EPM environment) and unless otherwise specified, changes will be applied and tested on the test environment before being applied to the production environment. The Customer must provide written authority (in the form of an email) for any change to be applied to the production system before such a change is applied. Where no test environment exists, changes will not be applied to the production environment without the express written permission of the Customer which may be provided in the form of an email.
6. Wherever possible, the EPM Partners' development team that was involved in the Microsoft Project Server implementation project will provide the services described in this document. However, this cannot be guaranteed.
7. Any technical support delivered by telephone will be allocated in ½ hour increments after the first ½ hour of each new support issue. If the fix requires an on-site visit, the minimum time block used will be 8 hours.
8. This agreement remains valid for 12 months from commencement date of this agreement and lapses on the anniversary of the commencement date.
9. Notifications regarding changes to arranged schedules must be requested no later than 24 hours prior to the commencement of the support session (by both the Customer and EPM

Partners). EPM Partners has the right to deduct support hours any support work cancelled within less than 24 hours of the commencement time.

10. Reports are available on the dedicated Customer support site that detail support issues, time consumed and time remaining.
11. Certain out-of-pocket expenses may be incurred in the delivery of support services. Please note the following on expenses: Where possible, EPM Partners will use local resources to deliver its professional services offerings. However, on occasions, it may be necessary to involve an out-of-state resource - for example, a particular specialist or more senior consultant. No expenses will be incurred without prior written (via email) approval of the Customer and EPM Partners will produce expenses receipts to support expense claims, as required.
12. Support services are available from EPM Partners on Monday to Friday from 9am to 5pm.
13. EPM Partners will:
 - a. perform its obligations promptly, carefully and exercise all due care skill and judgment in a timely, professional and cost effective manner and in accordance with accepted professional and business practices;
 - b. obtain all authorisations, permits and licenses required under any law to perform its obligations; and
 - c. comply with all laws applying to the performance of its obligations.
14. Standard term apply – see below.

EPM Partners Terms

1. FEE STRUCTURE. All fees are set out under the heading Fees (below) and are exclusive of GST.
2. PAYMENT OF FEES. Fees are payable within 14 days of receipt of EPM Partners' invoice.
3. SUSPENSION OF WORK. Should payments not be received by the due date in accordance to item 2 above, EPM Partners may suspend work until such time as the outstanding amount is cleared.
4. CONFIDENTIALITY. Each party will keep confidential and not disclose or make public the confidential information of the other party without the prior written consent of the other party.
5. LIABILITY. EPM Partners endeavours to satisfy the requirements of its Customers. In the unlikely event of any claim, action or demand made against EPM Partners, EPM Partners liability will be capped at the total amount of fees received from the Customer pertaining to the work in any consecutive 2-month period.
6. STAFF RECRUITMENT: The Customer undertakes to not entice away from EPM Partners any employee or contractor of EPM Partners unless otherwise agreed in writing. The Customer acknowledges that the prohibitions and restrictions contained in this clause are reasonable in the circumstances and necessary to protect the business of EPM Partners.
7. SEVERABILITY. If any provision of these terms is held to be invalid, all the other provisions of these terms will remain in full force and effect.
8. ENTIRE AGREEMENT. These terms and the Customer's purchase order supersede all prior agreements, arrangements and undertakings between the parties and constitute the entire agreement between the parties in relation to the services.
9. ACCEPTANCE. By instructing EPM Partners to commence with this support agreement, the Customer is accepting the above terms.
10. This agreement is governed by the laws of New South Wales and each party irrevocably and unconditionally submits to the exclusive jurisdiction of the courts of New South Wales.

Fees

This engagement is to be conducted on a prepaid basis.

Task	Work	Investment
Support Services	<p>X days @ \$1600 (ex GST) per day, across the 12 months from the Commencement Date of this agreement.</p> <p>Time to be consumed according to:</p> <ul style="list-style-type: none"> - Minimum time for each initial contact (which may relate to multiple issues) is ½ hour; - Any work in relation to each such contact in excess of ½ hour is to be charged in ½ hour increments; - For on-site visits, the minimum time block used will be 8 hours. 	\$XX,XXX (ex GST)

Acceptance by EPM Partners

Submitted on behalf of EPM Partners for acceptance by Stuart Penny.

Signature	Date

Acceptance by Customer

Signed for and on behalf of the Customer by:

Name	Position
Signature	Date