



RFA

Your Trust Technology Partner

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Reference #	1064 v2
Date	08 May 2025
Contact	Mindaugas Butkus

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Support

Monthly Fees

Description	Qty	Price	Total
Per User for Account Services, Unlimited Remote Service Desk, Server and Network Engineering	57	£135.00	£7,695.00
<ul style="list-style-type: none">• 24/7/365 unlimited remote support including service desk, server engineering and network engineering• procurement and vendor management• assigned client relations manager• client services engineers available• live chat for RFA support			

**In-scope Business-As-Usual support for services provided by RFA

Comments

Replaces the existing agreement, Per User for Account Services and Unlimited Remote Service Desk, Server Engineering and Network Engineering

Total Monthly	£7,695.00 GBP
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Cost Breakdown

Category	Monthly Fees
Support	£7,695.00
Total	£7,695.00 GBP

Taxes, shipping, handling and other fees may apply.

Acceptance Terms

1. The prices quoted on this proposal are valid and will expire in 15 days. After the 15 day period the proposal must be re-quoted for current pricing. This quote does not include freight, equipment sales tax associated with hardware installation or insured messenger delivery if applicable. Please notify RFA by e-mail within the 15 days of your approval to maintain valid pricing above.
2. A total upfront fee invoice, consisting of all professional service fees, hardware, software, and licensing (HSL) fees identified in this scope of work, will be payable in advance. Procurement of HSL will commence upon receipt of the total upfront fee.
3. Hardware / Software does not include sales tax or shipping costs if applicable.
4. This project does not include any related travel and expense. Travel and expense will be invoiced separately.
5. If there is any material change in the scope or term as outlined in this proposal, an SA (Supplemental Authorisation) will be submitted outlining additional scope of work with related costs as an addendum to the original project.

Signed By



Gaudenz Biveroni

Name: Gaudenz Biveroni
IP Address: 213.180.164.30
Date: 08 May 2025, 7:12 AM