

MASTER SERVICE AGREEMENT (MSA) - DUMMY

Parties:

- Provider: Contoso Solutions Pvt Ltd
- Client: ExampleCorp Ltd

Scope:

This Master Service Agreement (MSA) defines the general terms under which Provider will deliver IT services to Client. Services include software development, maintenance, and support for agreed projects.

Key Clauses:

- Duration: 24 months
- Change Control: All changes to scope will be managed via Change Request (CR) process and recorded in the Change Log.
- Resource Allocation: Resources measured in Man-Days (MD). Typical projects > 100 MD will be considered for formal internal audit.
- Confidentiality: Both parties will maintain confidentiality as per Annexure B.
- Deliverables: Listed per SOW and tracked via weekly status reports (WSR).

Records & Evidence:

- SkillMatrix.xlsx (contains resource skills & competency)
- TrainingPlan.docx (training schedules & attendance)
- WeeklyStatusReport_Template.xlsx (WSR sample)
- ChangeLog.xlsx (records of scope changes)
- ReviewLog.docx (peer & design reviews)
- DefectLog.xlsx (defect tracking)