**System Technical Support and Agreement**

**Support Details**

**Supplier Responsibilities**

* Actively listen to customers to understand their issues or concerns.
* Interview clients to gather information useful in providing recommendations and solutions to a technical problem.
* Develop, install, configure, and troubleshoot current and future system and database related issues.
* Receive customer calls to provide step-by-step guidelines for the resolution of a technical issue during Tuesday to Friday from 9AM-12PM.
* Educate customers on the features of company products/services to minimize technical challenges.
* Backup all email received and process by services.
* Support supplier queries on improving XML Editor.
* Make sure to submit the Acknowledgement Receipt every 27th of the month for payout processing.

**Client Responsibilities**

* Ensure the database backup plan. (Plan and executed by IS Department)
* Make sure that the information needed for system updates are understandable by the developer. Use screenshots or flow chart if necessary.
* Developer’s access to IIS, File and Database Server will be controlled by ISD.
* To ensure that the payout would be given every 10th of the Month.

**Visiting Day:**

- Every Monday from 8:30AM to 12:30PM

**Price:**

**30,000.00 / Month (NET)**

**Contract Agreement**

Initial contract is 2 years (June 2018 - May 2020), the agreement will finish the said duration until it is cancelled by one of the parties due to the following reasons;

1. Supplier not able to complete the deliverables on time based on the submitted time frame.

2. Supplier not able to comply or not following the ISD coding standards and procedures.

Thank you and looking forward to your future projects.

Prepared by :

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Consultant