



Committed for a better future

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1. Introduction

BitApps Technology is an Ethiopian technology business situated in Addis Ababa. Software technology Designing, Software adaptations, software product development, and Digital marketing are BitApps Technology's main Services. Websites, Software Applications, Mobile Applications, Graphic Designing, and Digital media Marketing are just a few of the development services we provide.

BitApps Technology can put together complete teams of engineers, developers, and other experts to see a project through from start to finish. Our main goal is to provide clever solutions that will help the business function smoothly in the future.

Our subject matter experts and multi-skilled, well-trained employees are here to help. Our company provides the best quality ICT service while delivering genuine results. You may improve your ability to support your company and operating strategy by utilizing our world-class ICT services, which provide comprehensive, adaptable, cost-effective, and truly smart solutions. The organization specializes in a wide range of industries.

2. Why Us

We implement a range of technical support activities to drive results for clients. At the strategy and planning phase, we determine the right mix of tactics to get the best return on your investment.

1. We Design

To meet the Client's needs, we define the system's architecture, product design, modules, interfaces, and data. The applicability of systems theory to product development might be observed in the system design team.

2. We Develop

We define software application or program testing and implementation. Internal creation of bespoke systems and database systems are among the services we provide.

3. We Support

Our support agents are in charge of addressing system applications and network difficulties, as well as completing technical configuration and infrastructure upgrades.

Our expert delivery of services and support such as Software development, Technical support, Digital marketing, IT consulting, creative graphic services, search engine optimization, and more, among others, ensures high-quality service and quick solutions.

Our big qualities are

1. **Skill(Quality):** We have highly trained engineers with in-depth technical knowledge and hands-on expertise with the most up-to-date software standards.
2. **Budget:** We bring a wealth of experience to bear on delivering solutions that match the needs, objectives, and budgets of our clients. We achieve this by placing our customers at the center of everything we do.
3. **Time-Bound:** Despite the tight deadline, we prioritize work in sprints, manage blocks with daily stand-ups and agile approach, and do retrospectives.

3. Purpose

This proposal specifies the requirements of Technical support (or IT support). This document is intended to be used by the members of the project team who will implement and verify the correct service.

4. Services

Our Technical support team helps businesses compete. In other words, it generates a competitive edge by helping you execute critical business processes quickly and efficiently. That's hard to beat if you're a competitor. Our support team also helps you make crucial business decisions that can maximize profitability.

At its most basic, technical support monitors and maintains your computer systems, provides the technical expertise needed to keep your systems running smoothly, and supplies the know-how to tailor your system to your specific needs. That boosts efficiency and productivity. In brief, BitApps' technical support staff fixes technological difficulties that might halt a company's commercial activities.

Our services include

- Troubleshooting, diagnosing, and resolving technical issues
- Setting up accounts for new employees and new users
- Replacing and repairing computer equipment
- Testing new technology that businesses may buy
- Helping companies maintain network security and firewalls
- Training end-users on how to use hardware/software
- Maintaining a database of reported incidents/actions taken
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Monitoring and maintaining computer systems and networks
- Responding promptly to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)

5. Deliverables

• Problem Analysis & Diagnosis

Complete diagnosis and troubleshooting, as well as identification of actions necessary for handling any IT related Call.

• Proposal of an Action Plan

An intervention plan is provided within the response time corresponding to the responsible party. To maintain client satisfaction, every incident request must be classified, attended, closed, and followed upon.

• Onsite Intervention

The intervention on site is performed by BitApps's local technical team on-site

• Reporting

Calls, chat times, resolution rates, interaction counts, maintenance issues, scheduled maintenance, and other numbers will be recorded and will be reported to the responsible party.

Such report will include:

- A total number of calls handled.
- A total number of chats handled.
- A total number of issued maintenance.
- A total number of fixed issues
- A total number of maintenance requests etc ...

• OS & Software Support

Operating System problem analysis, diagnosis, troubleshooting, action plan, patches identification & installation.

Any change management for patches and system updates provided should be authorized by BitApps before execution.

• Preventive Maintenance

The technician on site will arrange and schedule preventive maintenance depending on the company policy. Where errors are identified, or down-time required, periodicity to be agreed upon between the parties in order to make a diagnosis and identify messages of error that may be present on the maintained systems and detect potential problems. If needed, problem resolution will be scheduled.

6. Our Clients

 <p>COLLEGE OF ST. ELIZABETH</p>	 <p>ቅዱስ ሉዊስ ሆስፒታል KIDUS PETROS HOSPITAL</p>	 <p>Meba Delivering emotions gifts</p>	 <p>TCSP</p>
 <p>CHECK & CONNECT UNIVERSITY OF MINNESOTA</p>	 <p>Hope & Beyond Helping</p>		 <p>ገዢ ቤተ ግንኙ GOH BETOCH BANK</p>

7. Cost Breakdown

Cost breakdown by support area			
No	Support areas		Price
1	Hardware		20,000
2	Operating System		20,000
3	Anti-Virus		15,000
4	Application		15,000
5	Authentication		10,000
6	Security		30,000
7	Network		13,000
Cost breakdown by Personnel			
No	Personnel Allocation	Quantity	Price/ 120 days
1	Support Manager	1	12000
2	Call support	1	7000
3	Visiter	1	12000
4	Remote access maintainer	1	6000
		Total	160,000
		Vat(15%)	24,000
		Total + Vat	184,000

8. Terms and Conditions

Payment

- a. The payment systems are paid monthly.
- b. The client has the right to extend the agreement period based on interests.
- c. The payment of the first 2 months will be paid as an advance payment.
- d. The client may pay in cash, cheque, or direct bank transfer.
- e. Any additional costs, such as licenses, paid security firewalls, and anti-virus software will be paid by the client.

Cancellation / Rejection of Project of the project

The client shall not unreasonably withhold acceptance of, or payment for, the project. If prior to completion of the project, the client observes any non-conformance with the service plan, the provider must be promptly notified, allowing for necessary correction. Rejection of the completed service or cancellation during its execution will result in forfeiture of deposit and the possible billing for all additional labor or expenses to date. All elements of the project must then be returned to the provider. Any usage by the client of those design elements will result in appropriate legal action. The client shall pay a cancellation fee based on the number of days the provider has carried out the service. The day rate will be the total net cost of the development set out in Estimated Cost divided and limited by the total number of estimated development days set out in the Estimated Service Time Table.

Enhancement/Addendum

Additional service, development, or extensions requested by the client to be integrated into the service not originally outlined on the service proposal shall be considered **ENHANCEMENT OR ADDENDUM** to the project and require a change request proposal and contract.