

Title: Master Service Agreement - Expected Terms

Parties:

ABC Software Solutions (Service Provider) and XYZ Enterprises (Client)

Effective Date:

March 1, 2024

Term and Termination:

The agreement shall remain in effect for 24 months unless terminated earlier by either party with 60 days' written notice.

Scope of Work:

The Service Provider agrees to design, develop, and maintain a cloud-based CRM platform for the Client.

Project Timeline:

The project will begin on March 15, 2024, and is expected to conclude by February 28, 2026.

Deliverables:

1. A fully functional CRM system.
2. User training sessions and a comprehensive user manual.

Change Management:

All modifications to the scope of work must be documented through a change request form, signed by both parties.

Coverage Details:

This agreement includes maintenance and support for system bugs and updates for one year post-deployment.

Exclusions:

- Custom feature requests outside the agreed-upon scope.
- Hardware or infrastructure-related issues.

Coverage Specifications:

- Critical issue resolution: Within 6 hours.
- Quarterly system performance reviews.

Financial Terms:

Total cost: \$500,000, payable in 10 equal installments of \$50,000 each.

Confidentiality:

Both parties agree to protect sensitive information and restrict its use to the scope of this agreement.

Dispute Resolution:

All disputes shall be resolved through binding arbitration in accordance with the laws of New York.

Amendments:

Any amendments to this agreement must be in writing and signed by both parties.

Liability:

The Service Provider's liability is limited to the total amount paid under this agreement.

Intellectual Property:

All intellectual property developed under this agreement shall be owned exclusively by the Client.

Termination Conditions:

Either party may terminate this agreement if the other party breaches any material term and fails to remedy such breach within 30 days of notice.