



AM CSS Ltd Agreement, Terms & Conditions

For

**Ad Hoc IT
Support Services**

September 2019

1. DEFINITIONS

- 1.1 'Client' or 'Customer' means the organisation receiving the Service.
- 1.2 'Client Locations' are the sites at which the Client receives the Service.
- 1.3 'Support Services' or 'Support' or 'Services' means the services to be performed by AM CSS.
- 1.4 'Software' means the computer programs for which Support Services are provided by AM CSS.
- 1.5 'Firmware' means software which is required for the operation of certain Computer Equipment (including, but not limited to printers, switches and routers) and which is regarded as being an integral part of such Computer Equipment.
- 1.6 'Supported Equipment' means the equipment (including but not limited to Servers, PCs, printers, switches and routers) for which Support Services are provided by AM CSS.
- 1.7 'Computer Equipment' means all or any part of the IT equipment owned or operated by the Client.
- 1.8 'Support Charge' means the charge made by AM CSS for the provision of the Support Services.
- 1.9 'Information' means information, documentation, know-how, data, diagrams, specifications or other materials (written or oral), belonging to the other and concerning the business and affairs of the other.
- 1.10 'Working Day' means 9am to 5pm Monday to Friday, excluding Bank and Public Holidays.
- 1.11 'Working Hour' means an hour within the Working Day
- 1.12 'Out of Hours' means any time outside of the Working Day.
- 1.13 'Extended Cover Period' means the additional (to the Working Day) hours during which AM CSS has also provided Support Services.
- 1.14 'Incident' means any event that is not part of the standard operation of the service provided by the Computer Equipment and that causes, or may cause, an interruption to, or a reduction in the quality of, that service.
- 1.15 'Initial Response' means to notify the Client of the commencement of work on an Incident and to identify the course of action to be taken, but not necessarily the action itself
- 1.16 'Resolution' means action which will resolve an Incident, and which may comprise advice, a fix or a work-around.
- 1.17 'Incident Report' means a request made by the Client for the resolution of an Incident, which shall be made in accordance with the guidelines set out in the Service Schedule.
- 1.18 'Configuration Change' means any change to the configuration of the supported Computer Equipment or Software.
- 1.19 'Scope' means the extent of coverage of the Services, whether by equipment, location, time, or other limitation, without additional charge.
- 1.20 'Standard Rate' means the scale of charges levied by AM CSS in their normal operation as if no pre-existing agreement was in effect.
- 1.21 "RMM" means Remote Monitoring and Management.
- 1.22 "ITSM" means the Information Technology Service and Management platforms used by AM CSS to manage and monitor devices and software.
- 1.23 "Settlement Terms" means the terms agreed by the parties hereto for the payment of fees and charges levied by AM CSS under this Agreement.

2. COMMENCEMENT AND TERM

This Agreement will be deemed to commence upon receiving a request for support from the Customer. Any request for support is deemed to be an authorized request on behalf of the Customer, regardless of the status of the person making such request and is deemed to be an acceptance of these Terms and Conditions. The Agreement shall endure until such time it is terminated by either party in accordance with the provisions for termination in Clause 12 hereof.

3. AM CSS's OBLIGATIONS

During the execution of this Agreement, and within the Agreement's Scope, AM CSS shall:

- 3.1 Carry out the Support Services on the terms and conditions of this Agreement.
- 3.2 Respond to properly made Incident Reports and requests to provide Support Services according to the response times set out in the Schedules.
- 3.3 Conduct its business with the Client, its employees, agents and subcontractors in a courteous and professional manner.
- 3.4 Take full ownership of Incidents properly reported to AM CSS and will maintain ownership until the Incident is resolved.
- 3.5 On behalf of the Client, work directly with third party suppliers that are involved in the resolution of particular Incidents, subject to the following limitations:
 - 3.5.1 Both parties to this Agreement acknowledge that the third party is an agent of the Client, and not an employee, agent or subcontractor of AM CSS;
 - 3.5.2 AM CSS shall only have access to third party services that are subject to the contract between the Client and the said third party.
- 3.6 Warrant that the Services shall be performed by competent staff, exercising a reasonable level of skill appropriate to their responsibilities.
- 3.7 Undertake to make good any failure to perform the Services arising from a failure of AM CSS, its employees, subcontractors or agents to exercise a reasonable level of skill, at no charge to the Client.
- 3.8 Without prejudice to its other obligations or responsibilities, AM CSS shall ensure that when any of its obligations are performed on the Client's premises all rules and instructions in force and published thereat are complied with.
- 3.9 Use reasonable endeavours to fulfil properly made requests to make Configuration Changes.

4. CLIENT'S OBLIGATIONS

During the execution of this Agreement, the Client shall:

- 4.1 Pay any charges arising out of the execution of this Agreement as invoiced by AM CSS in accordance with Clause 10 hereof,
- 4.2 Pay all additional charges levied by AM CSS, including but not limited to those arising from Configuration Change requests made by the Client, charges levied on AM CSS by third parties for the provision of ad hoc support services during the resolution of Incidents or the provision by AM CSS of Support Services during the Out of Hours period.
- 4.3 Where possible, arrange to provide facilities to enable remote access to the Computer Equipment by AM CSS, including, as a minimum, 500k broadband connection to the internet and access to the Client's network via any firewall. On such occasions that on-site support is necessitated because remote access has not been made available to AM CSS and the Incident(s) could reasonably have been corrected remotely, AM CSS shall be entitled to charge the Client at its Standard Rate for such on-site support.
- 4.4 Authorise AM CSS to install RMM Agents on equipment for the purposes of providing support and to manage and monitor equipment and software via ITSM. This is for the convenience of responding to requests for support on a case-by-case basis only. No additional obligation is devolved on to AM CSS thereby to manage or monitor the Client's equipment or software.
- 4.5 Initiate calls for Support Services by using the method designated in The Service Schedule.
- 4.6 Initiate requests for Configuration Changes using the "Change Request" procedure provided from time to time by AM CSS.
- 4.7 Conduct its business with AM CSS, its employees, agents and subcontractors in a courteous and professional manner.
- 4.8 Preserve, protect and secure data and software residing on the Computer Equipment by proper back-up procedures and ensure that it has adequate restoring functions and facilities to rebuild its computer operating system, software and data following any irregular shutdown.
- 4.9 Allow AM CSS proper access to the Software and Computer Equipment, adequate storage, working space, telephone(s) and other facilities as may be reasonably requested by AM CSS.
- 4.10 Provide suitably qualified personnel for such times as may be reasonably required by AM CSS:

- 4.10.1 to give AM CSS information and assistance in identifying and correcting any malfunctions;
- 4.10.2 to receive and execute the appropriate corrective measures (or other instructions in relation to this Agreement) given by AM CSS;
- 4.10.3 to carry out diagnostic tests on the Software or Computer Equipment as requested by AM CSS;
- 4.10.4 to test any corrections supplied by AM CSS.

4.11 In the event that it is impossible for AM CSS to perform the Support Services at the relevant premises of the Client to give consent for AM CSS to take the Computer Equipment out of service for so long as it is required to carry out such Support Services, provided always that AM CSS shall take all reasonable precautions to prevent any unnecessary disruption to the Client's business. Such consent not to be unreasonably delayed or withheld.

4.12 Have at all times a valid right to use Software that is installed on the Computer Equipment.

5. CALL HANDLING

5.1 Incident Reporting

The Client shall initiate service requests by raising a ticket on the AM-CSS support site directly or by email, or where this is unavailable, by telephoning the AM CSS specified support number.

The helpdesk will record all the relevant details, agree the Priority Level with the Client's representative, allocate an Incident reference number and will then allocate the Incident to an appropriate engineer. The Client's representative who places the call should supply the following information:

- Name of the Client's contact
- Contact telephone number
- Indicative Priority Level (as set out in sub clause 5.22 of this Agreement)
- Description of the Incident, including details of error messages or symptoms
- Details of any recent events that might be of any relevance
- Existing Incident reference number, if applicable

5.2 Priority Levels

AM CSS and the Client shall agree the priorities of Incidents according to the following criteria:

High Priority: An item of Computer Equipment or Software has failed, or the operation thereof is severely degraded and there is a significant impact on the Client's business operations or

Low Priority: Operational performance of an item of Computer Equipment or Software is impaired and whilst there is minor impact on the Client's business operations, most operations remain functional.

5.3 Method of Response

- 5.3.1 AM CSS will use reasonable endeavours to handle the Incident Report within the Service Level and Priority Level-dependent target times set out in this Agreement, as follows:
- 5.3.2 After receipt of the Incident Report AM CSS will make an Initial Response within the Initial Response time.
- 5.3.3 If at this, or any subsequent time during the Incident resolution process it is agreed that the most effective manner to expedite the resolution of the Incident is for an AM CSS engineer to attend the Client's site, AM CSS will despatch an engineer to attend site within the priority-dependent target time.
- 5.3.4 AM CSS will aim to provide advice, a permanent fix or temporary workaround to resolve the Incident within the priority-dependent target resolution time.
- 5.3.5 At all times, AM CSS shall determine the method of response to Incident Reports.

6. SERVICE LEVELS

Under the terms of this Agreement AM CSS will provide services to the Client at the dependent service levels set out below.

| Item | SLA Target Timescale |
|---------------------------------|----------------------|
| Initial Response Time | 6 Working Hours |
| Site visit time – High Priority | 2 Working Days |
| Site visit time – Low Priority | 4 Working Days |
| Resolution Time – High Priority | 3 Working Days |
| Resolution Time – Low Priority | 6 Working Days |

7. MANAGEMENT ESCALATION

- 7.1 If an Incident has not been resolved within the target resolution time, the Incident Report will be escalated within AM CSS to ensure that appropriate resources are available to expedite resolution of the Incident.
- 7.2 Should the Client wish to enquire about the progress of resolution of an Incident, his enquiry should be made to the AM CSS engineer allocated to the Incident Report. Should the Client wish to escalate his concerns regarding the resolution of the Incident, he should do so according to the following time frame:-
- 7.3 Up to target resolution time - AM CSS Engineer allocated to the Client's Incident Report.
- 7.4 Up to target resolution time +50% - the Client's AM CSS account manager.
- 7.5 Beyond target resolution time +50% - AM CSS Director of Operations.

8. CONFIDENTIALITY

- 8.1 Each party will, prior to disclosing any confidential Information to the other party, ensure that the receiving party understands that it owes a duty of confidence to the other party. Each of the parties to this Agreement shall, and procure that its staff, agents and subcontractors shall, keep confidential all Information that it shall have obtained as a result of the discussions leading up to or entering into or performance of this Agreement except:-
- 8.1.1 to the extent that it can be shown that the Information is publicly available other than through a breach of this Agreement;
- 8.1.2 to the extent that it can be shown that the Information was lawfully in its possession prior to the date of its disclosure by any other party;
- 8.1.3 to the extent that the receiving party may have received the Information from a third party without (bona fide) restriction as to disclosure;
- 8.1.4 where the receiving party receives or has received written consent to such disclosure from the party entitled to such Information;
- 8.1.5 to the extent that the receiving party may be required by law to make such disclosure.
- 8.2 Upon written request from the other Party, either party will either destroy or return to the other all copies of the Information obtained during the performance of the Agreement within thirty days of such request, subject to legal requirements pertaining to accounting and business practices.
- 8.3 Both Parties warrant that the Information received from the other in connection with this Agreement shall be used only for the purposes of this Agreement.
- 8.4 Nothing in this clause shall prohibit AM CSS from supplying the same or similar equipment, software or services to other persons.
- 8.5 The provisions of this clause shall survive in perpetuity the termination of this Agreement, howsoever occasioned.

9. DATA PROTECTION

- 9.1 AM CSS acknowledges that it will have access to and may be entrusted with Personal Data (as defined in the 2018 Data Protection Act) and the EU General Data Protection Regulations (GDPR) in the provision of the Services and agrees that it will not at any time whether during or after termination for whatever reason of this Agreement (except as a necessary part of the performance of its obligations in connection with the provision of the Services):-

- 9.1.1 retain any copy, abstract, summary or précis of the whole or any part of such Personal Data;
- 9.1.2 disclose to any person such Personal Data other than to its agents, subcontractors or employees who are placed under the same obligation of confidence and who need access to such Personal Data to facilitate proper performance of their contractual obligations to AM CSS.
- 9.2 AM CSS will indemnify the Client against any and all claims and proceedings made or brought against the Client in respect of any alleged breach of this clause provided that such breach was due to the act or omission of AM CSS, its agents, subcontractors or employees.
- 9.3 AM CSS will on demand deliver to the Client all documents that may be in its possession or in the possession of its agents, subcontractors or employees (including documents prepared by the Client) which may include Personal Data.
- 9.4 The provisions of this clause shall survive in perpetuity the termination of this Agreement, howsoever occasioned.

10. CHARGES AND REVIEW

- 10.1 The Support Charges shall be levied at the rates published on AM CSS Ltd's web site (<http://am-css.it/pricing>) at the time the support service is provided, plus out-of-pocket expenses unless otherwise agreed in writing.
- 10.2 Out-of-hours and work-through support shall carry a premium of 35% in addition to the standard rate for works between 6am and 8am and 6pm and 10pm on weekdays. Such support shall carry a 50% premium at other out-of-hours times and 100% on Public Holidays.
- 10.3 Travelling time, mileage (at HMRC MAPs rates) and travelling expenses (at cost) may be applied for visits to sites more than 20 miles away from AM CSS's office and are at AM CSS's discretion.
- 10.4 AM CSS's standard Settlement Terms are strictly 30 days for labour and strictly 7 days for hardware from invoice date, unless otherwise agreed or indicated on the invoice. Any amount disputed by the Client must be notified in writing within 7 days of the invoice receipt or such invoice will be deemed to be accepted by the Client in full.
- 10.5 In the event that there are material changes to the charges levied by third parties on AM CSS, such costs will be passed on to the Client.
- 10.6 AM CSS shall be entitled to levy charges in addition to those stated in this Agreement, in the event that charges are levied on it by third parties during the resolution of specific Incidents.
- 10.7 In the event that the Client fails to make any payment in respect of the Support Services by the due date, AM CSS shall be entitled to take one or more of the following actions:
 - 10.7.1 suspend the provision of services to the Client until such time as the outstanding invoice(s) is/are paid;
 - 10.7.2 charge the Client interest at the rate of 8% plus the Bank of England base rate on any amount outstanding from the due date to the date of actual payment. Interest shall be applied on a daily basis;
 - 10.7.3 terminate this Agreement and recover from the Client damages for any loss suffered by AM CSS as a result of such termination.
- 10.8 If any materials, software or data supplied by the Client fail to perform in the expected manner, AM CSS shall be entitled to levy a charge related to any increased or additional cost of working and/or reasonably incurred expenses.
- 10.9 All prices or charges stated or referred to in this Agreement are exclusive of Value Added Tax which shall be charged in addition at the rate ruling at the tax point.

11. LIMITATION OF LIABILITY

- 11.1 The Client acknowledges that AM CSS's obligations and liabilities are exhaustively defined in this Agreement.
- 11.2 The Client agrees and accepts that the express obligations and warranties made by AM CSS in this Agreement are in lieu of and to the exclusion of any other warranty, condition, term, undertaking or representation of any kind, (excluding fraudulent misrepresentations) express or implied, statutory or otherwise relating to the Services provided under or in connection with this Agreement, including (though not limited to) those as to the quality and performance.
- 11.3 The original manufacturer's, or in the case of refurbished hardware the refurbisher's, warranty shall be the limit and extent of the warranty on any hardware supplied by AM CSS. No other warranty terms, express or implied, shall be construed or inferred. The manufacturer's, or refurbisher's, decision as to whether repair or replacement of an item is within the terms of

the warranty shall be final. AM CSS reserves the right to charge for any subsequent work relating to the repair or replacement of such warranted hardware supplied by AM CSS.

- 11.4 It is the Client's responsibility to check whether a system or part requiring repair or replacement is within its warranty period and terms and advise AM CSS if that is the case. No claim or adjustment to charges shall be entertained after a repair or replacement is effected if it is subsequently found that the item was within its warranty terms.
- 11.5 AM CSS will not be liable for any indirect or consequential loss, damage, cost or expense of any kind whatever and however caused, whether arising under contract, tort (including negligence) or otherwise, including (without limitation) loss of production, loss of or corruption to data, loss of profits or of contracts, loss of operation time and loss of goodwill or anticipated savings, even if AM CSS has been advised of their possibility.
- 11.6 AM CSS accepts liability for:-
- 11.6.1 Death or injury caused by the negligence of AM CSS, its employees, agents or sub-contractors in the course of their engagement under this Agreement up to an amount of £2 million in respect of each incident or series of connected incidents;
- 11.6.2 Physical damage to or loss of the Client's tangible property to the extent it results from the negligence of AM CSS, its employees, agents or sub-contractors within the course of their engagement under this Agreement up to an amount of £2 million in respect of each incident or series of connected incidents.
- 11.7 In all other cases not falling within clause 11.6, AM CSS' total liability (whether in contract, tort, including negligence, or otherwise) under or in connection with this Agreement or based on any claim for indemnity or contribution will not exceed, in any one year, the annual Support Charge set out in the Client Schedule, provided always that before any such claim is made AM CSS is given reasonable opportunity to make good the breach giving rise to such claim.
- 11.8 In the event that the Client requests AM CSS to engage the services of an agent or supplier, AM CSS will not be liable for any claim (whether in contract, tort, including negligence, or otherwise) resulting from the performance of the agent or supplier.
- 11.9 The Client acknowledges and agrees :-
- 11.9.1 that the allocation of risk contained in this clause 11 is reflected in the price charged for the Services;
- 11.9.2 that AM CSS shall not be liable to the Client for any losses, costs or damages whatsoever under this Agreement, where proceedings for such losses, costs or damages are begun one year or more after the occurrence of the breach giving rise to the claim.

12. TERMINATION

- 12.1 This agreement may be terminated:-
- 12.1.1 By either party giving thirty days' written notice to terminate ('Termination at Convenience');
- 12.2 This Agreement may also be terminated:
- 12.2.1 forthwith by either party if the other commits any material breach of any terms of this Agreement and which (in the case of a breach capable of being remedied) shall not have been remedied within thirty days of a written request to remedy the same;
- 12.2.2 forthwith by either party if the other convenes a meeting of its creditors or if a proposal shall be made for a voluntary arrangement within Part 1 of the Insolvency Act of 1986 or a proposal for any other composition, scheme or arrangement with (or assignment for the benefit of) its creditors or if the other is unable to pay its debts within the meaning of the Section 123 of the Insolvency Act 1986, or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business or assets of the other or if a petition is presented or if a meeting is convened for the purpose of considering a resolution or other steps are taken for the winding up of the other or the making of an administration order (otherwise than for the purpose of an amalgamation or reconstruction);
- 12.3 Any termination of this Agreement (however occasioned) shall not affect any accrued rights or liabilities of either party. Nor shall it affect the continuance in force of any provision of this Agreement that is expressly or by implication intended to continue in force after such termination.

13. GOVERNING LAW

This Agreement and the rights and obligations of the parties hereto shall be governed by the laws of England and both parties hereby agree to submit to the exclusive jurisdiction of the English courts.

14. DISPUTE RESOLUTION

- 14.1 The parties to this Agreement will attempt in good faith to resolve any dispute or claim arising out of or relating to this Agreement promptly through negotiations between the respective senior executives of the parties who have authority to settle the same.

- 14.2 If the matter is not resolved through negotiation within thirty days, the parties will attempt in good faith to resolve the dispute through mediation in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure (the 'Model Procedure').
- 14.3 If the matter is not resolved by the Model Procedure within ninety days of the initiation of the Model Procedure, the dispute shall be referred to arbitration in London under the rules of the London Court of Arbitration.
- 14.4 Neither party may commence any court proceedings in relation to any dispute arising out of this Agreement until they have attempted to settle said dispute by mediation and that mediation has terminated.
- 14.5 The fees and the costs of such mediation or arbitration shall be borne equally by the parties.

15. FORCE MAJEURE

If either party is unable to perform any part of this Agreement and such failure is caused by circumstances beyond its reasonable control (including but not limited to flood, fire, earthquake, war, tempest, hurricane, industrial action (except by AM CSS' staff), government restrictions, legislation, act of God or any other occurrence of a like nature), then it shall be excused from performance for a period which is reasonable under the prevailing circumstances, provided always that the party affected by the force majeure immediately notifies the other.

16. ADVERTISING

Neither party shall be entitled to use any trademark or trade name of the other, refer to the other, this Agreement or the Services to be rendered hereunder, either directly or indirectly in connection with any promotion or publication without the prior, written consent of the other (such consent not to be unreasonably withheld or delayed).

17. ASSIGNATION

- 17.1 AM CSS shall be entitled to subcontract all or any part of the Support Services. Such assignation will not relieve AM CSS of any of its obligations under this Agreement.
- 17.2 AM CSS shall be entitled to assign the benefit of this Agreement, but for the avoidance of doubt, not the burden thereof.
- 17.3 The Client shall not be entitled to assign the benefit or burden of this Agreement without the prior written consent of AM CSS (such consent not to be unreasonably withheld or delayed).

18. NON-SOLICITATION OF STAFF

Each party agrees not to approach employees of the other in order to entice them to join the other whether as an employee or in any other capacity, during the term of this Agreement or for a period of six months after its termination. If either party breaches the terms of this clause 15 the party in breach agrees, by way of liquidated damages and not a penalty, to pay the other, 'the Injured Party' a sum equal to the annual salary of the employee concerned except where that employee has responded to a bona fide advertisement or other offer published or made to the general public.

19. HEADINGS

Headings to clauses in this Agreement have been inserted for convenience of reference only and should not be construed as forming part of this Agreement.

20. WAIVER

No forbearance, delay or failure by either party to exercise any of its powers rights or remedies under this Agreement will operate as a waiver of them nor shall any single or any partial exercise of any such powers or rights or remedies preclude any other or further exercise of them. Any waiver to be effected must be in writing. The remedies provided in this Agreement are cumulative and not exclusive of any remedies provided by law.

21. SEVERABILITY

If any part of this Agreement is found by any competent jurisdiction to be invalid, unlawful or unenforceable then such part will be severed from this Agreement. The remainder of this Agreement will continue to be valid and enforceable to the full extent permitted by law.

22. NOTICES

Any notice or communication to be given hereunder shall be delivered or sent by e-mail or first class post to the address of the other party set out in this Agreement and shall be deemed to have been received by the addressee within two working days of posting.

23. ENTIRE AGREEMENT

This Agreement contains the entire agreement between the parties and supersedes any previous agreement between the parties, including, but not limited to terms and conditions attached to the Client's purchase order. Except for fraudulent misrepresentations,



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web: www.am-css.it

the parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set forth herein. No changes amendments or modifications of any of the terms or conditions of this Agreement shall be valid unless in writing, signed by both parties and engrossed into this Agreement.