

# Standard Services Agreement

THIS AGREEMENT is made on (enter Day, Month, Year)

## BETWEEN

1. **[the Buyer]** of (Enter School/ Business Details) and
2. **[the Service Provider]** I.T. Just Done Ltd, Fairfield House, The Front, Waterswallows Road, Buxton, Derbyshire, SK17 7EQ

collectively referred to as the "Parties".

The Buyer wishes to be provided with the Services (defined below) by the Service Provider and the Service Provider agrees to provide the Services to the Buyer on the terms and conditions of this Agreement.

## 1. Key Terms

### 1.1 Services

The Service Provider shall provide the following services ("Services") to the Buyer in accordance with the terms and conditions of this Agreement: **Delete those that do not apply**

- *SAFE Hardware*
- *Internet Connection and provision*
- *SAFE License - Firewall*
- *Email Hosting*
- *Installation and Set-Up*
- *Data Backup Service*
- *Bespoke "Heartbeat" system monitoring*
- *Remote Monitoring*
- *Server Maintenance*
- *Subscription to our fortnightly blacklist updates*
- *On-Site Support – (enter details of individual support package purchased)*

### 1.2 Delivery of the Services

- a) **Start date:** The Service Provider shall commence the provision of the Services on [*insert date here*].
- b) **Completion date:** The Service Provider shall complete/cease to provide (*delete as appropriate*) the Services by/on (*delete as appropriate*) [*insert date here*] ("Completion Date").
- c) **Key Dates:** The Service Provider agrees to provide the following parts of the Services at the specific dates set out below: [*insert dates here of pre-booked support visits*]

### 1.3 Site

The Service Provider shall provide the Services at the following site(s): [*insert details here if applicable*]

1.4 **Price**

As consideration for the provision of the Services by the Service Provider, the price for the provision of the Services is *[insert price here]* ("Price").

1.5 **Payment**

- a) The Service Provider shall invoice the Buyer directly, prior to the commencement of this agreement.
- b) The Buyer shall pay such invoices within 14 days of their receipt from the Service Provider.
- c) The method of payment of the Price by the Buyer to the Service Provider shall be by:
  - i. BACS transfer to the following account: **I.T. Just Done Ltd HSBC Sort Code: 40-17-15 Account: 81823086**
  - ii. Cash and cheque payments will subject to an additional 3% handling fee.
- d) Any charges payable under this Agreement are exclusive of any applicable taxes, tariff surcharges or other like amounts assessed by any governmental entity arising as a result of the provision of the Services by the Service Provider to the Buyer under this Agreement and such shall be payable by the Buyer to the Service Provider in addition to all other charges payable hereunder.

2. **General terms**

2.1 **Intellectual Property Rights**

The Service Provider agrees to grant the Buyer a non-exclusive, irrevocable, royalty-free license to use any elements of the products and services supplied by the Service Provider for the length of the paid service term. The Buyer commits to not undertake any form of duplication, reverse engineering, password discovery or redistribution of any bespoke product or service supplied to it by the Service Provider.

I.T. Just Done Ltd does not charge for any open-source software contained within in its products.

## 2.2 Warranty

- a) The Service Provider represents and warrants that:
  - i. it will perform the Services with reasonable care and skill; and
  - ii. the Services and the Materials provided by the Service Provider to the Buyer under this Agreement will not infringe or violate any intellectual property rights or other right of any third party.
  - iii. For detailed warranty information, please refer to the SLA documentation provided separately.

## 2.3 Limitation of liability

- a) Subject to the Buyer's obligation to pay the Price to the Service Provider, either party's liability in contract, tort or otherwise (including negligence) arising directly out of or in connection with this Agreement or the performance or observance of its obligations under this Agreement and every applicable part of it shall be limited in aggregate to the Price.
- b) To the extent it is lawful to exclude the following heads of loss and subject to the Buyer's obligation to pay the Price, in no event shall either party be liable for any loss of profits, goodwill, loss of business, loss of data or any other indirect or consequential loss or damage whatsoever.
- c) Nothing in this Clause 2.3 will serve to limit or exclude either Party's liability for death or personal injury arising from its own negligence.
- d) I.T. Just Done Ltd maintains the following relevant insurances with Hiscox:
  - i. Professional Indemnity Insurance - £2,000,000
  - ii. Public and Products Liability - £1,000,000

## 2.4 Term and Termination

- a) This Agreement shall be effective on the date hereof and shall continue, unless terminated sooner in accordance with Clause 2.4(b), until the Completion Date.
- b) Either Party may terminate this Agreement upon notice in writing if:
  - i. the other is in breach of any material obligation contained in this Agreement, which is not remedied (if the same is capable of being remedied) within 30 days of written notice from the other Party so to do; or
  - ii. a voluntary arrangement is approved, a bankruptcy or an administration order is made or a receiver or administrative receiver is appointed over any of the other Party's assets or an undertaking or a resolution or petition to wind up the other Party is passed or presented (other than for the purposes of amalgamation or reconstruction) or any analogous procedure in the country of incorporation of either party or if any circumstances arise which entitle the Court or a creditor to appoint a receiver, administrative receiver or administrator or to present a winding-up petition or make a winding-up order in respect of the other Party.
- c) Any termination of this Agreement (howsoever occasioned) shall not affect any accrued rights or liabilities of either Party nor shall it affect the coming into force or the continuance in force of any provision hereof which is expressly or by implication intended to come into or continue in force on or after such termination.
- d) The Buyer may terminate the Agreement at any time by giving one month's written notice to the Service Provider.
- e) Any termination of this Agreement from the Buyer to the Service Provider that is not due to breach of any material obligation contained in this Agreement, which is not remedied (if the same is capable of being remedied) within 30 days of written notice from the other Party so to do shall remain payable at the full price agreed for the Agreement.

## **2.5 Relationship of the Parties**

The Parties acknowledge and agree that the Services performed by the Service Provider, its employees, agents or sub-contractors shall be as an independent contractor and that nothing in this Agreement shall be deemed to constitute a partnership, joint venture, agency relationship or otherwise between the parties.

## **2.6 Confidentiality**

Neither Party will use, copy, adapt, alter or part with possession of any information of the other which is disclosed or otherwise comes into its possession under or in relation to this Agreement and which is of a confidential nature. This obligation will not apply to information which the recipient can prove was in its possession at the date it was received or obtained or which the recipient obtains from some other person with good legal title to it or which is in or comes into the public domain otherwise than through the default or negligence of the recipient or which is independently developed by or for the recipient.

## **2.7 Notices**

Any notice which may be given by a Party under this Agreement shall be deemed to have been duly delivered if delivered by hand, first class post or electronic mail to the address of the other Party as specified in this Agreement or any other address notified in writing to the other Party. Subject to any applicable local law provisions to the contrary, any such communication shall be deemed to have been made to the other Party, if delivered by:

- i. first class post, 2 days from the date of posting;
- ii. hand on the date of such delivery or transmission;
- iii. electronic mail, when the Party sending such communication receives confirmation of such delivery by electronic mail.

## **2.8 Miscellaneous**

- a) The failure of either party to enforce its rights under this Agreement at any time for any period shall not be construed as a waiver of such rights.
- b) If any part, term or provision of this Agreement is held to be illegal or unenforceable neither the validity or enforceability of the remainder of this Agreement shall be affected.
- c) Neither Party shall assign or transfer all or any part of its rights under this Agreement without the consent of the other Party.
- d) This Agreement may not be amended for any other reason without the prior written agreement of both Parties.
- e) This Agreement, alongside the Buyers SLA (Service Level Agreement) and the Service Provider's published Business Terms constitutes the entire understanding between the Parties relating to the subject matter hereof unless any representation or warranty made about this Agreement was made fraudulently and, save as may be expressly referred to or referenced herein, supersedes all prior representations, writings, negotiations or understandings with respect hereto.
- f) Neither Party shall be liable for failure to perform or delay in performing any obligation under this Agreement if the failure or delay is caused by any circumstances beyond its reasonable control, including but not limited to acts of god, war, civil commotion or industrial dispute. If such delay or failure continues for at least 7 days, the Party not affected by such delay or failure shall be entitled to terminate this Agreement by notice in writing to the other.

- g) This Clause 2.8(g) and Clauses 2.3, 2.5, 2.6, 2.7 and 2.8 of this Agreement shall survive any termination or expiration.
- h) This Agreement shall be governed by the laws of the jurisdiction in which the Buyer is located (or if the Buyer is based in more than one country, the country in which its headquarters are located) (the "Territory") and the parties agree to submit disputes arising out of or in connection with this Agreement to the non-exclusive of the courts in the Territory.

**2.9 Complaints Procedure**

As published in the Service Providers Commercial Terms of Business available to view from any page of the Company website at [www.itjustdone.co.uk](http://www.itjustdone.co.uk)

AS WITNESS the hands of the Parties hereto or their duly authorised representatives the day and year first above written.

SIGNED by )  
 for and on behalf of )  
**[the Buyer]** )

SIGNED by )  
 for and on behalf of )  
**[the Service Provider]** )