

SERVICE LEVEL AGREEMENT (SLA) TERMS AND CONDITIONS

A. General Terms & Conditions

1. **Service Holder** needs to provide all required data & information for the software customization & implementation. Such as logo, content & any paper works as soft copy.
2. **Service Holder** needs to provide all required hardware such as: Computer, Network Devices, Cable and Necessary Other All to develop & testing our service to be ready to install on clients end.
3. **Service Holder** needs to pay all third party service charges such as: Domain, Server, API (SMS Gateway, Payment Gateway, Google Map etc.) charges separately if required.
4. **CITY IT** takes only application (software, apps) level liabilities of its performance, not for the third party services.
5. **CITY IT** takes all possible steps to protect & secure any clients data. But doesn't provide any assurance in case of data management services.
6. **CITY IT** doesn't exchange any client's data each other. 100% assured about it.
7. **Service Holder** will work for data entry. It is not the responsibility of **CITY IT**.
8. For irrelevant customization (not mentioned to given work order) needs a separate contract and/or a separate Work Order.
9. **Service Holder** will get the software/Service user rights, not the ownership of the source code & technology. **CITY IT** reserved the rights of any source code & technology ownership. **Service Holder** doesn't have the rights to exchange, sell or resell any source code and technology provided by **CITY IT**.
10. **Service Holder** will be responsible for any Third Party service renewal. Such as Domain Registration, Server Rent and any other Third Party Payment. . **CITY IT** may send instructions via email or phone call for any renewal subjects.
11. **Service Holder** will be responsible for any Data Backup and Maintenance later after successfully deployment & installation of the software/service.
12. In case of separate '**Maintenance Agreement**', all terms of that signed Agreement will be included to this **SLA** terms along with other terms mentioned to this **SLA**.
13. All the above **Terms & Conditions** are applicable for one year only after work order signed. Ended of the signing year, existing **Terms & Conditions** will be applicable or may change by **CITY IT**.
14. **Terms & Conditions** published to our website (www.cityitbd.com) referred as the latest terms and/or final terms if any contradictory situation occurred.

B. After Sales Service Terms & Conditions

1. **CITY IT** gives one year **Product Warranty** and 3 Months **Product Updates** free.
2. **Service Holder** needs to bear all expenses as transport, food, hotel & any other travel cost (first class & at actual) for any support & service required by **Service Holder** after successfully delivered the software/service.
3. **CITY IT** gives one month technical support free. After one month, **Service Holder** required to sign a separate “**Maintenance Agreement**” or needs to pay as per item call basis.
4. In case of item call basis support, **CITY IT** reserved the rights to set the service charge for the particular item support.
5. Ended of the signing year, the current year support charge will be increased as **10%** of itself.
6. All the above **Terms & Conditions** are applicable for one year only after work order signed. Ended of the signing year, existing **Terms & Conditions** will be applicable or may change by **CITY IT**.
7. **Terms & Conditions** published to our website (www.cityitbd.com) referred as the latest terms and/or final terms if any contradictory situation occurred.

C. Payment Terms & Conditions

1. 25% (minimum) advance payment should be released with Work Order.
2. The remaining amount should be released by 7 days (maximum) after deployment of the software/service.
3. All installments should be made by Cash or Cheque to **CITY IT, AC Name: CITY IT**
4. Installments are non refundable in case of **Work Order** cancellation by **Service Holder**.
5. All Third Party Payment needs to pay as advance.
6. For ‘**Maintenance Agreement**’ the service charge should be paid by first week of every running month or can be paid as advance.
7. All **Terms & Conditions** are applicable for one year only after work order signed. Ended of the signing year, existing **Terms & Conditions** will be applicable or may change by **CITY IT**.
8. **Terms & Conditions** published to our website (www.cityitbd.com) referred as the latest terms and/or final terms if any contradictory situation occurred.