

QUOTATION

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CUSTOMER: Centre for Health Systems Research and Development
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 Customer Code: 2010001

DESCRIPTION	Units	Quantity	Cost/Unit	Cost	Annual Renewal
Online Survey Design	Surveys	1	R 4 498	R 4 498	-
Domain, SSL and Hosting	Domains	1	(Included)	-	-
Reverse Billing (setup)	Domains	1	R 1 000	R 1 000	-
Reverse Billing (data)	Data	-	R 3 000	R 3 000	-
TOTAL				R 8 498.00	-

* Please see overleaf for further payment and service details

PAYMENT AND SERVICE DETAILS

Procedures, guarantees and what to expect

SERVICE AGREEMENT

ALL SERVICES/ PRODUCTS

All of our services and products come with premium customer service. This customer service is accessible on Email, Facebook, Skype, WhatsApp, and our Customer Service ticket and chat platform on weekdays between 07:30 and 16:00. It covers technical support related to your purchase, training and demos on the use of your product, and technical advice. Please note that this does not officially include providing free additional custom coding or additional products but may include referrals for such.

SURVEY DESIGN:

This is for a fully mobile responsive, user friendly online survey. You will have access to live statistics and will be able to export data into an CSV file (which can be opened in MS Excel). Once the survey period has expired, Legacy Live will create an SPSS data matrix for the questionnaire and will export this data into this matrix for you. Features for the survey may include (but are not limited to) all question types, conditionally skipped questions, email notifications, saving responses to complete survey later (not recommended – lower completion rate), admin panel for statistics, unique participant url's, language translation options (implementing translations, not translating the text ourselves). If this service is purchased in conjunction with hosting then it comes with a 99.9% uptime guarantee.

OPTIONAL CHAT SUPPORT

You have the option of including 24/7 chat support for the survey participants. This shouldn't be necessary and is not specifically recommended but this option is available.

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SERVICE AGREEMENT (CONTINUED)

REVERSE DATA BILLING:

All participants will be able to access the survey without incurring any data costs (Legacy Live will be responsible for these payments). The quoted amount will be set to cost price based on the budget recommended by the third party service provider for the specific survey.

Important: This covers all main South African networks (e.g. Vodacom, MTN, Telkom, Cell C). This service is not accommodated by FNB mobile, Virgin mobile, Standard Bank mobile, and other smaller mobile networks.

DOMAINS

This includes ownership of the domain, optional Whois Guard (to protect your privacy), unlimited subdomains, complete access to DNS records, and setting up your domain for you. This domain can be used for a full year or until the contract has ended (if the contract is longer than a year).

SURVEY HOSTING

This includes the best security practices and policies to ensure that your data is safe. It also includes a 99.99% uptime guarantee if the survey itself is designed by Legacy Live.

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SCHEDULE FOR WORK

Once full payment has been received, we will immediately start with the survey design and SPSS data matrix. Once the survey is completed (which could take up to 14 days) you will be presented with a demo. We will make as many changes as is necessary until you are completely satisfied with the end product. Once satisfied, the website will be published and publically accessible. You will be able to contact us at any point during the process for detailed and transparent feedback.

GUARANTEE

If you are not satisfied with the end product there is a 30-day, unconditional 100% money-back guarantee for all products and services mentioned in this document with the exclusion of the Reverse Billing (Setup).

TERMINATION OF SERVICE

We do not tolerate any illegal activity on our servers. If the directorship of Legacy Live Web Pty (Ltd) deems your activity to be unethical, we will give you 5 working days to make specific changes; if you do not comply we will terminate your hosting without further notice or refund. We may waive this 5 working day grace period at our discretion if your activity is reported by a third party.

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PAYMENT METHODS

Payments can either be done on our online platform (which accepts all major debit and credit cards) or via EFT. For online payments please navigate to <https://new.legacy.live/bespoke-quotations/> and enter **20100902** in the form provided. For EFT, please make use of the following details:

ABSA Bank
Legacy Live Web (Pty) Ltd
Cheque Account
Acc: 4095700469
Branch: 632005
Reference: **20100902**

NOTE: As a tertiary education institution, we can also arrange for your payments to be made in two parts or paid within 2 months of the completion of this project.

