

MSP Agreement Evaluation Checklist

Ensure your contracts are comprehensive, up-to-date, and legally sound.

This checklist will help you review your Managed Services Agreements and identify gaps that could expose your business to unnecessary risks. Use this guide to ensure your contracts are aligned with industry best practices and your MSP's current operations.



Types of Services

- ☐ Managed services
- ☐ Supplemental services
- ☐ Project services



Pricing and Fee Adjustments

- ☐ Clear pricing structure
- ☐ Periodic adjustment provisions
- ☐ Late payment terms defined



Risk Allocation

- ☐ Liability limitations
- ☐ Indemnification clauses
- ☐ Insurance provisions



Data Processing and Compliance

- ☐ Current privacy law requirements
- ☐ Clear role definitions
- ☐ Compliance responsibilities outlined



Termination and Renewal

- ☐ Auto-renewal terms
- ☐ Notice requirements
- ☐ Transition provisions



Cybersecurity Responsibilities

- ☐ Security obligation requirements
- ☐ Breach liability exclusions
- ☐ Incident response procedures



Third-Party Vendor Management

- ☐ Vendor liability exclusions
- ☐ Management role definition
- ☐ Waiver of right to sue



Intellectual Property and Confidentiality

- ☐ Ownership rights defined
- ☐ Confidentiality terms
- ☐ Password ownership



Client Education and Training

- ☐ Training responsibilities
- ☐ Documentation requirements
- ☐ Optional service offerings



Governing Law and Dispute Resolution

- ☐ Jurisdiction specified
- ☐ Arbitration provisions
- ☐ Choice of law