

SPRINT REPLY: ACCELERATE PERFORMANCE

Terms and Conditions

G-Cloud 13 (May 2022)

ACCELERATE PERFORMANCE

BUILDING RESILIENT, CONNECTED DIGITAL PROCESS

Our mission is to transform how you interface with your business systems, colleagues, and customers through transformation and optimisation of business processes with the latest automation technology.

Our consultants help clients achieve excellence in their end-to-end operations. **Building resilient, connected services to turbo-charge efficiency, agility, and performance improvements.** We deploy a unique blend of industry, digital, and process expertise to accelerate results while building capabilities tailored to each client's unique needs.



SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 1. Definitions

"Applicable Data Protection Law" shall mean the EU General Data Protection Regulation (Regulation 2016/679) and the Data Protection Act 2018.

"Confidential Information" means information in whatever form (including, without limitation, in written, oral, visual or electronic form or on any magnetic or optical disk or memory and wherever stored or located) relating to the business, customers, products, affairs and finances of a Party for the time being confidential to that Party including, without limitation, technical data and know-how or other information relating to the business of the Party or any of its suppliers, customers, agents, distributors, shareholders, management or business contacts and including (but not limited to) information that the Consultant or the Consultancy Staff creates, develops, receives or obtains in connection with the provision of Services, whether or not such information (if in anything other than oral form) is marked confidential.

"contract" means the Contract Information and all accompanying annexes.

"Consultancy Staff" means the individual, worker(s), representative(s), contractors or employees of the Consultant (if any) used to provide the Services, as specified in the Contract Information.

"Deliverables" means the deliverables to be produced and delivered by the Consultant as identified in the Contract Information.

"Intellectual Property Rights" means any current and/or future intellectual property rights (whether registered or not) including any copyrights, trademarks, trade names, domain names, rights in logos and getup, inventions (including without limitation any improvement or addition to any invention), trade secrets and know-how, registered and unregistered design rights, patents, utility models, semi-conductor topographies, all rights of whatsoever nature in computer software and data and rights in databases and all applications for registration, renewals and/or extensions in relation to any of the above and all intangible rights and privileges of a nature similar, analogous or allied to any of the above in any part of the world.

"Services" means the services to be provided by the Consultant as identified in the Contract Information including, if applicable, production of the Deliverables.

"Term" means the period specified in Section 14(1).

"Working Days" means any day other than a Saturday, Sunday or a day which is a statutory bank holiday in England and Wales.

Except where the context specifically requires otherwise, words importing one gender shall be treated as importing any gender, words importing individuals shall be treated as importing corporations and vice versa and words importing the singular shall be treated as importing the plural and vice versa. References to "company" shall include bodies corporate, unincorporated associations and partnerships, in each case whether or not having a separate legal personality.



SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 2. Duties of the Consultant

(1) The parties agree that the Client has entered into this contract on the understanding that the Consultant will provide the Services (through the Consultancy Staff) at the Client Premises as described in the Contract information.

(2) In the event that any of the Consultancy Staff are not available to provide the Services or such part of the Services, then the Client may require the Consultant to supply an alternative person of equivalent or better experience and qualifications.

(3) The Consultant shall provide the Client, at the Client's request, with a written report on the progress of the Services and the Deliverables which shall include the following details:

- (a) activity undertaken;
- (b) Deliverables produced;
- (c) summary of charges accrued and expenses incurred;
- (d) summary of time spent per activity;
- (e) planned activity; and
- (f) performance of activities against any key dates.

(4) The Consultant shall procure that the Consultancy Staff shall comply with the Client's policies (if any), copies of which shall be provided to the Consultant from time to time.

(5) The Consultant shall comply with all applicable laws, regulations, codes and sanctions relating to bribery and anti-corruption including but not limited to the Bribery Act 2010. Any breach of this obligation by the Consultant or the Consultancy Staff shall be deemed a material breach of this contract.

(6) The Client acknowledges that the Consultant shall determine the number of hours required and the times worked to complete the Services, subject to the Consultant complying with any reasonable operational requirements of the Client.

(7) The Client is under no obligation to offer further contracts or engagements to the Consultant nor is the Consultant under obligation to accept such contracts or engagements if offered. The Consultant is not obliged to make its services available except for the performance of its obligations under this contract. Both parties also agree and intend that there is no mutuality of obligations either during or following the Term of this contract.

Section 3. Status

(1) The relationship of the Consultant and the Consultancy Staff to the Client will be that of independent contractors and nothing in this contract shall render the Consultant or the Consultancy Staff as an employee, worker, agent or partner of the Client and the Consultant shall not hold itself out as such and shall procure that the Consultancy Staff shall not hold themselves out as such.

(2) This contract constitutes an agreement for the provision of services and not a contract of employment and accordingly the Consultant shall be fully responsible for and shall indemnify the Client for and in respect of any income tax, National Insurance and social security contributions arising from or made in connection with the performance of the Services.



SERVICE AGREEMENT

TERMS AND CONDITIONS



Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law

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Section 4. Warranties

(1) Each party agrees that it has power to enter into this contract and confirms that it has obtained all necessary approvals to do so.

(2) The Consultant warrants, represents and undertakes that:

- (a) it shall procure that the Consultancy Staff will carry out the Services with the highest level of professional skill, care and diligence and at all times in accordance with best industry practice and with this contract and in particular in accordance with any agreed delivery dates as set out in the Contract Information or as agreed by the parties from time to time;
- (b) the Deliverables will comply with any agreed specifications and in all respects with any applicable laws, regulations and codes of practice;
- (c) the Deliverables will be original works and will not knowingly infringe any third party Intellectual Property Rights;
- (d) it has all necessary consents, permits, licences and authorisations to enable it to perform its obligations under this contract;
- (e) it shall work and co-operate in good faith with the Client's personnel and with any other entities and personnel notified to it by the Client; and

(f) it shall, and shall procure that Consultancy Staff visiting the Client Premises shall, comply with all applicable health and safety regulations, policies, instructions and security arrangements and that it, and the Consultancy Staff, shall take all reasonable care for their own health and safety.

Section 5. Other Services

Nothing in this contract shall prevent the Consultant from seeking, applying for and accepting other contracts to supply services to other parties during the term of this contract, provided that such activity does not materially reduce the performance of the Services under this contract.

Section 6. Invoices and Expenses

- (1) Except where otherwise specified in the Contract Information: (a) the Services shall be performed and Deliverables provided on a time and materials basis at the rates specified in the Contract Information;
- (b) the Consultant shall submit invoices on or around the last working day of each month; and
- (c) the Client shall pay each invoice within 30 calendar days of receipt of the invoice.
- (2) All invoices are exclusive of Value Added Tax ("VAT") and, where applicable, shall show the Consultant's VAT registration number.

- (3) The Client will pay the Consultancy Staff's Expenses incurred in the course of provision of the Services. .
- (4) The Consultant agrees not to retain any external services at additional cost to the Client unless this is expressly agreed with the Client in writing.
- (5) If the Client fails to make any payment due to the Consultant under this contract by the due date for payment then, without limiting any other remedies available to the Consultant under this contract, the Client shall pay interest on the overdue amount at the rate of 4% per annum above the Bank of England base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount (including interest).
- (6) In addition to any other rights and remedies available to the Consultant, if the Client fails to make any payment due to the Consultant within 60 calendar days after the due date then the Consultant may suspend provision of the Services, without liability to the Consultant, until actual payment of the overdue amount (including interest).



SERVICE AGREEMENT

TERMS AND CONDITIONS



Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 7. Data Protection

(1) In this Section 7 the terms "controller", "processor", "data subject", "personal data", "processing" (and 'Process') and "special categories of personal data" shall have the meanings given in Applicable Data Protection Law.

(2) Relationship of the parties: The Client (the controller) appoints the Consultant as a processor to process the personal data described in this contract (the "Data") for the purposes described in the contract (or as otherwise agreed in writing by the parties) (the "Permitted Purpose"), unless the Consultant is otherwise required to do so under applicable law, in which case the Consultant shall inform the Client of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest. Each party shall comply with the obligations that apply to it under Applicable Data Protection Law. If the Consultant becomes aware that processing for the Permitted Purpose infringes Applicable Data Protection Law, it shall promptly inform the Client.

(3) Prohibited data: The Client shall not disclose (and shall not permit any data subject to disclose) any special categories of personal data to the Consultant for processing.

(4) International transfers: The Consultant shall not transfer the Data outside of the European Economic Area ("EEA") unless it has taken such measures as are necessary to ensure the transfer is in compliance with Applicable Data Protection Law.

(5) Confidentiality of processing: The Consultant shall ensure that any person it authorises to process the Data (an "Authorised Person") shall protect the Data in accordance with the Consultant's confidentiality obligations under this contract.

(6) Security: The processor shall implement technical and organisational measures to protect the Data (i) from accidental or unlawful destruction, and (ii) loss, alteration, unauthorised disclosure of, or access to, the Data (a "Security Incident").

(7) Subcontracting: The Client consents to the Consultant engaging third party subprocessors to process the Data for the Permitted Purpose provided that: (i) the Consultant maintains an up-to-date list of its subprocessors, which it shall update with details of any change in subprocessors at least 10 days' prior to any such change; (ii) the Consultant imposes data protection terms on any subprocessor it appoints that require it to protect the Data to the standard required

by Applicable Data Protection Law; and (iii) the Consultant remains liable for any breach of this Section 7 that is caused by an act, error or omission of its subprocessor. The Client may object to the Consultant's appointment or replacement of a subprocessor prior to its appointment or replacement, provided such objection is based on reasonable grounds relating to data protection. In such event, the Consultant will either not appoint or replace the subprocessor or, if this is not possible, the Client may suspend or the contract (without prejudice to any fees incurred by the Client prior to suspension or termination).

(8) Cooperation and data subjects' rights: The Consultant shall provide reasonable and timely assistance to the Client (at Client's expense) to enable the Client to respond to: (i) any request from a data subject to exercise any of its rights under Applicable Data Protection Law (including its rights of access, correction, objection, erasure and data portability, as applicable); and (ii) any other correspondence, enquiry or complaint received from a data subject, regulator or other third party in connection with the processing of the Data. In the event that any such request, correspondence, enquiry or complaint is made directly to the Consultant, the Consultant shall promptly inform the Client providing full details of the same.





SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

(9) Data Protection Impact Assessment: The Consultant shall provide reasonable cooperation to the Client (at the Client's expense) in connection with any data protection impact assessment that may be required under Applicable Data Protection Law.

(10) Security incidents: If it becomes aware of a confirmed Security Incident, the Consultant shall inform the Client without undue delay and shall provide reasonable information and co-operation to the Client so that the Client can fulfil any data breach reporting obligations it may have under (and in accordance with the timescales required by) Applicable Data Protection Law. The Consultant shall further take such any reasonably necessary measures and actions to remedy or mitigate the effects of the Security Incident and shall keep the Client informed of all material developments in connection with the Security Incident.

(11) Deletion or return of Data: Upon termination or expiry of this contract, the Consultant shall (at the Client's election) destroy or return to the Client all Data in its possession or control. This requirement shall not apply to the extent that the Consultant is required by applicable law to retain some or all of the Data, or to Data it has archived on back-up systems, in which event the Consultant shall securely isolate and protect from any further processing except to the extent required by such law until deletion is possible.

(12) Audit: The Client acknowledges that the Consultant is regularly audited against standards by independent third party auditors. Upon request, the Consultant shall (i) supply a summary copy of its audit report(s) to the Client, which shall be subject to the confidentiality provisions of this contract and (ii) respond to any written audit questions submitted to it by the Client, provided that the Client shall not exercise either of these rights more than once per year.



SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 8. Intellectual Property Rights

(1) Title to, and all Intellectual Property Rights in, any and all Deliverables are to be the exclusive property of the Client. The Consultant agrees to do everything necessary and execute all such documents as may from time to time be necessary to vest all Intellectual Property Rights in the Deliverables in the Client. The Consultant hereby assigns (by way of present assignment of future rights) with full title guarantee all copyright that exist or may arise in the Deliverables.

(2) Each party shall retain all right, title and interest in and to all Intellectual Property Rights owned by or licenced to that party in existence prior to the Start Date.

(3) The Consultant shall indemnify, and keep indemnified, the Client against any and all liability, loss, damage, costs and expenses which the Client may suffer as a result of or in connection with a successful claim that any Intellectual Property Rights in any Services or Deliverables produced or supplied by the Consultant under this contract infringes the intellectual property rights of a third party, providing that the Client: (a) as soon as is reasonably practicable gives written notice of the claim to the Consultant specifying in reasonable detail the nature of the relevant matter and shall use its reasonable endeavours to avoid and mitigate the losses it incurs;

(b) shall not make any admission of liability, or enter into any agreement or compromise in relation to the matter in respect of which it seeks to be indemnified without the prior written consent of the indemnifying Party (such consent not to be unreasonably withheld or delayed); and

(c) provides the Consultant with conduct of the proceedings relating to the claim (and cooperates with the Consultant in relation to all such proceedings, at the Consultant's cost), and the Consultant shall at its sole discretion decide what action (if any) to take in respect of the claim and shall not be obliged to bring or defend any such proceedings if it decides in its sole discretion not to do so.

Section 9. Acceptance

(1) Where any Deliverables are supplied to the Client the Consultant shall deliver the Deliverables for the Client's inspection and approval in accordance with and by any milestones and milestone dates specified in the Contract Information.

(2) Where a Deliverable is software ("Developed Software"), if an acceptance test procedure is not specified in this contract the parties shall use their reasonable endeavours to agree acceptance tests which show that the Developed Software complies with the functional specification.

(3) On request and at the Client's cost, the Consultant shall deposit into escrow the source code for any Developed Software in accordance with the NCC's standard single licence agreement or such other agreement as the parties may agree in writing.

Section 10. Viruses

(1) The Consultant warrants and undertakes that no viruses, Trojan horses, worms software bombs or similar items will be introduced by the Consultant or Consultancy Staff into the Client's systems.



SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 11. Liability

(1) Nothing in this contract shall be interpreted or construed as excluding or limiting liability for Consultant's breach of Section 2(5) (anti-bribery), Section 7 (Data Protection) and Section 13 (Confidentiality), or for either party's liability for:

- (a) death or personal injury resulting from negligence;
- (b) fraud or fraudulent misrepresentation; or
- (c) any other matter which cannot be excluded or restricted by law.

(2) Subject to Section 11(1):

(a) neither party shall be liable to the other party for any loss of goodwill, reputation or opportunity, loss of profit, loss of revenue, loss or corruption of data, or any account of profits, arising out of or in connection with this Agreement or any breach or non-performance of it no matter how fundamental (including by reason of that party's negligence), in each case whether direct or indirect;

(b) neither party shall be liable to the other party for any indirect or consequential loss arising out of or in connection with this Agreement or any breach or nonperformance of it no matter how fundamental (including by reason of that party's negligence).

(3) Subject to Sections 11(1) and 11(2), the total aggregate liability of either party to the other under or in connection with this contract for any loss or damage of whatsoever nature and howsoever caused shall be limited to total fees paid or payable under this contract.

Section 12. Insurance

The Consultant agrees that it shall obtain and maintain the insurances required, as specified in the Contract Information, with reputable UK insurers in respect of its obligations under this contract during the Term and for one year afterwards with a limit of indemnity in respect of any one occurrence or series of occurrences of not less than £1 million per year or more where required by law. The Consultant shall on Client's request, provide Client proof of such insurance policies and evidence of payment of last premium for such insurance policies maintained by the Consultant.



SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 13. Confidentiality

(1) Each Party shall (and shall procure that its employees, contractors and consultants shall) at all times keep confidential and shall not disclose to any person any Confidential Information and will not use or disclose such Confidential Information without prior written consent of the disclosing Party, except where the Confidential Information:

(a) is required by a person employed or engaged by the receiving Party in connection with the proper performance of this contract; or
(b) is required to be disclosed by law or by regulation, provided that the receiving Party shall notify the disclosing Party of the information to be disclosed and of the circumstances in which the disclosure is alleged to be required as early as reasonably possible before such disclosure must be made and shall take all reasonable action to avoid and limit such disclosure.

(2) Any disclosure of Confidential Information permitted under Section 13(1) shall be in confidence, shall only be to the extent that any persons to whom the information is disclosed need to know the same for the performance of their duties and receiving Party shall be obliged to procure that all such persons are aware of the obligation of confidentiality and undertake to comply with it.

(3) The obligations contained in this Section 13 will not extend to Confidential Information:

(a) which is or becomes public knowledge other than through any act or omission constituting a breach of the receiving Party's obligations under this contract;
(b) which the receiving Party can prove by documentary evidence was already in its possession and at its free disposal before the disclosure hereunder;
(c) received in good faith from a third party having no obligation of confidentiality and which is free to disclose such Confidential Information; or
(d) which the receiving Party is required to disclose by order of a court of competent jurisdiction.

(4) The provisions of this Section 13 shall remain in full force and effect notwithstanding termination of this Contract.



SERVICE AGREEMENT

TERMS AND CONDITIONS

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 14. Term and Termination

(1) This contract shall commence on the Start Date and shall continue until the End Date, unless terminated earlier in accordance with this contract.

(2) Without affecting any accrued rights or liabilities or Section 14(3), if one or more of the following events happen, the Client may serve a notice in writing terminating this contract with immediate effect from the date of service of the notice:

(a) the Consultant passes a resolution or the court makes an order for the winding up of the Consultant (otherwise than for bona fide reconstruction or merger) or a receiver, administrative receiver, administrator, trustee or similar officer is appointed in respect of all or any part of its undertaking, or enters into a composition or voluntary arrangement with or for the benefit of its creditors or becomes unable to pay its debts as they fall due, or the value of its assets is less than the amount of its liabilities taking into account its contingent and prospective liabilities;

(b) the Consultant commits a material breach, or persistent breaches capable together of being a material breach, of this contract and, in the case of a breach which is capable of remedy, the Consultant does not make good the breach within ten (10) Working Days upon receiving a written notice from the Client requesting him to do so; or

(c) any Consultancy Staff, or any agreed replacement for such a person, is not available, for whatsoever reason to provide a significant part of the Services or such part of the Services as shall have been agreed between the parties.

(3) Either party may terminate this contract for convenience by giving the other party written notice of a period equal to the Notice Period set out in the Contract Information.

(4) The Consultant shall within one month of the expiry or termination of the contract submit its final invoice to the Client setting out the total amounts due to the Client for the Services carried out by the Consultant but not paid by the Client since the last invoice rendered by the Consultant pursuant to this contract.

Section 15. Force Majeure

Neither party will have any liability under or be deemed to be in breach of this contract for any delays or failures in performance of this contract which result from circumstances beyond the reasonable control of the party affected. Each party will promptly notify the other party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than one month, either Party may terminate this contract by written notice to the other Party.



SERVICE AGREEMENT

TERMS AND CONDITIONS



Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

Section 16. Effect of termination

(1) At the end of this contract (whether by termination or expiry) the Consultant shall immediately return to the Client all documents, software, photographs, or other material belonging to the Client, including any Confidential Information provided in accordance with Section 13.

(2) Any provision of this contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this contract shall remain in full force and effect.

Section 17. Amendment to this contract

No variation of this contract shall be valid unless it is in writing and signed by or on behalf of a properly authorised representative of each party.

Section 18. Waiver

Any waiver or relaxation either partly, or wholly of any of the terms and conditions of this contract will be valid only if it is communicated to the other party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract will not constitute a waiver of any right or remedy arising from any other breach of this contract.

Section 19. Entire Agreement

(1) This contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

(2) Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

Section 20. Notices

Any notice given under this contract shall be in writing and signed by or on behalf of the party giving it and shall be served by delivering it personally, or sending it by pre-paid recorded delivery or registered post to the relevant party at its registered office for the time being or by sending it by fax to the fax number notified by the relevant party to the other party or by sending it by email. Any such notice shall be deemed to have been received if delivered personally, at the time of delivery or in the case of pre-paid recorded delivery or registered post, 48 hours from the date of posting or in the case of fax, at the time of transmission or in the case of email, when sent unless an error message is received.

Section 21. Severance


If any provision of this contract is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision will, to the extent required, be severed from this contract and rendered ineffective as far as possible without modifying the remaining provisions of this contract, and will not in any way affect any other circumstances of or the validity or enforcement of this contract.



ANNEX B

EXPENSES

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

i. Reasonable travel and other out of pocket expenses in respect of performance of the Services will be reimbursed on the following basis:

ii. No travelling expenses will be met for travel between the Consultant's registered office and the Consultant's normal place of business;

iii. Travel, in those instances where a claim for reimbursement will be made, should be by such method and class of transport as is approved in advance by the Client;

iv. Any overnight accommodation and related costs must be agreed with the Client in advance of being incurred;

v. No costs, expenses, disbursements will be reimbursed in respect of work carried out at the Consultant's registered office, such costs being deemed to be included in the Fee referred to in the Contract Information;

vi. Written receipts are to be submitted to the Client in respect of each item for which reimbursement is being claimed



ANNEX C

PART 1 - FIXED SERVICE FEE

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

- Sprint Reply will provide [TOP LEVEL SERVICE DESCRIPTION], commencing from [DD MMM Y:YYY]
- Specifically, a number of activities will be managed/supported through the period:
 1. [Activity Title] – [Short Description] will be provided for the period of [Date Range]
 2. [Activity Title] – [Short Description] will be provided for the duration of the Service
 3.
- The service will be provided on a fixed price basis charged in arrears as a monthly service fee of £XXX (+VAT) for each month the service is active and for at least X months. The total charge for the X-month period therefore is anticipated as £XXX, excluding VAT and reasonable expenses (in line with Annex B).
- Any variations in roles/activities/outcomes or associated durations are to be agreed in writing, in accordance with Clause 20 of the Agreement, between the Client and the Consultant at least 4 weeks before the variation takes effect.



ANNEX C

PART 2 - FIXED PRICED OUTCOME

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown Commercial Service

- Sprint Reply will provide [TOP LEVEL SERVICE DESCRIPTION], commencing from [DD MMM YYYY]
- The following specific outcomes will be delivered within the service:
 - [Outcome Title] – [Short Description] will be delivered by [delivery date]
 - [Outcome Title] – [Short Description] will be delivered by [delivery date]
 - ...
- The service will be provided on a fixed price basis for the outcomes defined above. The Consultant will inform the Client in writing when it believes each outcome has been delivered, simultaneously providing any agreed acceptance documentation or other evidence as defined below. If the client does not believe the outcome has been delivered satisfactorily it must inform the Consultant in writing within seven (7) days of receiving the delivery confirmation from the Consultant, clearly stating why it believes the outcome is not satisfactorily complete.
- Seven days after the Consultant has confirmed delivery, in the absence of any assertion otherwise from the Client the outcome will be considered delivered and the relevant fees as listed in the table below will become due and be charged in line with the payment terms defined in Clause 6 of the Agreement. In the event that the Client does not deem the outcome complete, a resolution plan it to be agreed between the parties within seven (7) days defining how any agreed deficiencies are going to be remedied. Once this plan has been executed the Consultant will inform the Client that the outcome is now complete, and the process defined in the previous paragraph will be repeated.

No	Outcome	Acceptance		Fee
	Title	Criteria or Document Description	Due	
Total				


- Any variations in roles/activities/outcomes or associated durations are to be agreed in writing, in accordance with Clause 20 of the Agreement, between the Client and the Consultant at least 4 weeks before the variation takes effect.



ANNEX C

PART 3 – TIME AND MATERIAL

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

- Sprint Reply will provide [TOP LEVEL SERVICE DESCRIPTION], commencing from [DD MMM Y:YYY]
- The following specific outcomes will be delivered within the service:
 - [Outcome Title] – [Short Description] will be delivered by [delivery date]
 - [Outcome Title] – [Short Description] will be delivered by [delivery date]
 - ...
- The service will be provided on a time and materials basis charged in arrears following the end of each calendar month. The specific roles listed below will be provided, filled as required by appropriately qualified and skilled individuals. The total charge for the Service period is anticipated not to exceed £XXX, excluding VAT and reasonable expenses (in line with Annex B).

	Role	Consultant				Fee
No	Title	SFIA	Candidate	Effort	Rate	
Total						

- Any variations in roles/activities/outcomes or associated durations are to be agreed in writing, in accordance with Clause 20 of the Agreement, between the Client and the Consultant at least 4 weeks before the variation takes effect.





CONTACT SPRINT

FOR MORE INFORMATION

Definitions
Duties of Consultant
Warranties and Expenses
Data Protection
IPR
Acceptance
Liability
Insurance
Confidentiality
Term and Termination
Amendments
Notices
Other
Law



Crown
Commercial
Service

For existing clients:

- Please speak to your nominated Reply Account Lead who will be happy to connect you with an appropriate member of the Sprint reply team.

For new clients:

- For help in shaping or mobilising an engagement, please e-mail us at sales.sprint@reply.com
- If you'd like to discuss your need in more detail, just us know the following information and we'll arrange for a specialist to contact you direct.
 - The name of your organisation
 - The name of the service you need help with
 - Your name and contact details
 - A brief description of your current situation and
 - How quickly you're looking to start the work
- We'll get back to you within 48hrs.



