

Ember Technology

G-CLOUD 15 Terms and Conditions

Date: 26/01/26

Terms and Conditions

Cloud Support services are provided in accordance with the G-Cloud 15 Framework Agreement and are governed by the terms of the applicable Call-Off Contract agreed with the Buyer.

Pricing is based on a Time and Materials model using Ember's SFIA-aligned day rates, with a standard working day of 7.5 hours, delivered Monday to Friday, excluding UK public holidays. Core office hours are 09:00–17:00.

All rates are exclusive of VAT. The rates published represent the maximum charges under the framework; lower rates or alternative commercial arrangements may be agreed at Call-Off stage.

Travel and subsistence expenses may be chargeable subject to prior agreement with the Buyer, including work undertaken within central London. No travel or subsistence costs will be incurred for work undertaken at Ember office locations by staff local to those offices.

Pricing does not include the cost of third-party services, content, software licences, or copyright licences unless explicitly agreed as part of a Call-Off Contract.

Ember reserves the right to review its SFIA day rates annually on 31 March in line with the Retail Price Index (RPI). Any changes will not apply retrospectively to existing Call-Off Contracts unless contractually agreed.

Unless otherwise agreed in a Call-Off Contract, invoicing will be monthly in arrears based on actual utilisation.

Where there is any conflict, the Call-Off Contract takes precedence over this service listing.