

Definitive Ltd

**Agile Cloud Business Change Management Support
Terms and Conditions Document**

G-Cloud 15

Cloud Support

Definitive Ltd

Registered in England and Wales No. 11103331

Reg.Office: 83 Stonegate Road, Leeds, LS6 4HZ | p. 07711 071 892 |

stuart@definitiveconsulting.co.uk

Agile Cloud Business Change Management Support

Terms and Conditions (Subject to Contract)

- All pricing excludes VAT and quoted in pounds sterling (GBP).
- All necessary travel and accommodation expenses are re-chargeable at cost unless otherwise stated.
- Terms of payment are net thirty (30) days from the date of each invoice.
- Definitive Ltd normal working hours are Monday to Friday, 0900 to 1700 hrs (including 0.5 hour lunch) excluding bank holidays.
- If the scope of work or assumptions alter from that detailed in any proposal then this should be communicated to Definitive Ltd through the Definitive Ltd Consultant and will be handled as a change request. Definitive Ltd will then perform an impact assessment on any change request received by the customer.
- Definitive Ltd reserves the right to use suitable partners or third party organisations as applicable in consultation with the customer.
- The customer will appoint an individual to be the central point of contact between the customers internal resources, any other 3rd party involved with the project, and Definitive Ltd. They will have the necessary decision and administrative authority to approve and execute the project.
- The customer will ensure that such technical input required from the customer will be provided to the project; this will include access to both applications development and computer services staff.
- If necessary for the completion of a project, the customer will provide access for Definitive Ltd consultants to designated computer rooms and facilitate remote access as required. Also, appropriate training and workshop resources will be made available as required. Any delay attributed to a lack of availability of resources may be subject to a change request.
- The customer will provide any temporary security clearances, passes or other means to allow Definitive Ltd designated staff access to areas, designated by the customer, to enable timely execution of the project at the customer sites.
- The customer will notify Definitive Ltd of any internal procedures that need to be adhered to by Definitive Ltd staff, particularly in relation to safety or administrative processes.

Contact Details

For more information about the contents of this document, please contact:

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Director

Definitive Ltd

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