

G-Cloud15: Cloud Support Services - Terms and Conditions

1. Introduction

The Terms and Conditions for Cloud Services Services (“SERVICES”) govern the provision of such services by Posterity Milestone Consortium Limited (“PMC”) under a call-off agreement (“Call-Off Agreement”) as defined in the UK Government Procurement Services G-Cloud Services Framework Agreement between PMC and the Government Procurement Service (“Framework Agreement”). They apply between PMC and each party (“the Customer”) entering into a Call-Off Agreement.

2. Charges

- a. The Customer is charged on a daily basis at the rates quoted in the Service Description and / or Call-Off Agreement. Fractions of a day are charged on an hourly pro rata basis.
- b. These rates do not include Value Added Tax, which will be added to the amount of an invoice at the prevailing rate.
- c. The charges quoted will be fixed for the period of service provision or 12 months, whichever is the shorter. Revised charges will be included in any published updates to the Service Description.

3. The Working Day and Overtime

The normal working day is eight hours, exclusive of breaks, working remotely. This may be subject to alteration by mutual agreement for work carried out on the Customer's premises. Overtime is charged at time and a half, and work necessarily carried out during weekends, or public holidays is charged at double time.

4. Invoicing

- a. Unless specified otherwise in the Call-Off Agreement, invoices are submitted at the end of each calendar month, together with a report detailing activity and achievement for the project that month. All invoices are payable 28 days after the date on the invoice. If the Customer does not pay an invoice within 28 days of the date of the invoice, PMC may charge interest at the rate set by legislation.
- b. Our fees may reflect not only time spent, but also may include any time spent traveling for the purpose of the services that cannot be used productively for other purposes.
- c. The Customer will pay any agreed reasonable expenses that PMC incur.
- d. All taxes, including VAT, that are due in relation to our goods and services must be paid in full.

5. Duties of PMC

- a. PMC shall assign personnel of appropriate qualification and experience to perform the SERVICES.
- b. PMC shall use all reasonable efforts to avoid changes to personnel to perform the SERVICES. In the event of any personnel being unavailable to perform the SERVICES, PMC shall make all reasonable efforts to promptly replace such individuals with

another of equivalent competence and experience. PMC will exercise reasonable skill and care in performing the SERVICES and shall comply with the reasonable requests and directions of the Customer including complying with reasonable health, safety and security policies advised to PMC by the Customer while working on the Customer's premises.

6. Duties of the Customer

- a. The Customer shall, at its own expense, supply PMC with all documents, software, inventions, data or other materials and instructions necessary to perform the SERVICES in accordance with the Contract and shall retain copies of any such documents, software, data or other materials so supplied.
- b. The Customer shall provide PMC with access to all personnel of the Customer and to its systems and software and, where PMC is required to work on the Customer's premises, accommodation and other assistance as may be necessary for performing the SERVICES.
- c. The Customer shall, at its own expense, arrange all interviews and meetings with its own personnel that may have been agreed in any project plan forming part of the SERVICES.
- d. The Customer confirms that it has or shall obtain appropriate insurance to cover PMC employees against loss or injury whilst performing the SERVICES at the Customer's premises or elsewhere (other than PMC premises) on its behalf.
- e. PMC performance depends on the Customer performing its obligations under the agreement. PMC is not liable for any loss arising from the Customer not fulfilling its obligations.

7. Cancellation

- a. When an end date has not been specified, SERVICES involving the supply of staff on a time and materials basis, should either the Customer or PMC wish to terminate such provision prematurely, unless agreed otherwise the terminating party shall give 20 working days written notice to the other.
- b. Fees payable on cancellation. The Customer agrees to pay PMC for all services performed up to the date of termination. Where notice is given but no additional services are required up to the termination date, then a fee is payable for that period as if services have been provided. Where there is a fixed fee for services, the Customer agrees to pay PMC for the services that have been performed on the basis of the time spent at PMC's current daily rates, up to the amount of the fixed fee. Any contingent element of the fees will remain payable in accordance with the Call-Off Agreement. If a contingent fee cannot be paid for regulatory reasons, the Customer agrees to pay for the work carried out under the contingent fee arrangement on the basis of time spent, unless alternative arrangements have been agreed.

8. Supplementary Documentation

During the course of supply, PMC's obligations in respect of service provision may be further detailed in documents such as a Proposal, Project Plan or Specification ("Additional Documents"), which when referenced in the Call-Off Agreement will form part of the agreement between PMC and the Customer. Time shall not be of the essence in relation to the performance of such service provision.

9. PMC, Associated firms and subcontractors

- a. PMC may use other associated firms (each of which is a separate and independent legal entity) or subcontractors to provide the services. PMC remain solely and wholly responsible for the SERVICES.
- b. Restriction on claims – The Customer agrees not to bring any claim (including one in negligence) against another associated firm (or its partners, members, directors or employees) or our subcontractors in connection with the SERVICES.
- c. Group members – The Customer will ensure that no group member, including subsidiaries, associated companies and any holding company (unless a party to the agreement), both while they are a group member and thereafter, brings any claim against PMC, Associated firm (or its partners, members, directors or employees) or PMC subcontractors in respect of any liability relating to the SERVICES or the agreement.

10. Change Control

- a. If additional work or expense is incurred by PMC as a result of a change in the Specification or Project Plan being made by the Customer, or by a failure or delay by the Customer in meeting his obligations in connection with the delivery of the Services, then such additional work or expense will be reasonably charged to the Customer over and above the price set in the Call-Off Agreement.
- b. Any change proposed by either PMC or the Customer will be negotiated and agreed before the change is implemented. Changes involving additional consultancy will be priced using the standard or overtime consultancy rates as set out in the Call Off-Agreement or SFIA Rate Card.
- c. PMC will be entitled to charge for the work involved in preparing and responding to Customer change requests, whether or not the Customer agrees to go ahead with them.

11. Acceptance

Once any specified deliverables have been made available to the Customer they shall be deemed accepted ("Acceptance") and the Customer shall, if requested to do so, provide an Acceptance Certificate. Where no acceptance criteria have been specified then Acceptance will be on delivery.

12. Matters beyond reasonable control

No party will be liable to another if it fails to meet its obligations due to matters beyond its reasonable control.

13. Liability

The Customer agrees that the total liability (including interest) for all claims connected with the services or the agreement (including but not limited to negligence) is limited to the fees payable for the SERVICES (excluding VAT) or £1,000,000, whichever is the lesser.



14. **Entire agreement**

The agreement forms the entire agreement between the parties in relation to the SERVICES. It replaces any earlier agreements, representations or discussions.

No party is liable to any other party (whether for negligence or otherwise) for a representation that is not in the agreement.

15. **Assignment**

No party may assign, transfer or deal with their rights or obligations under the agreement without prior written consent, but we may novate the agreement to a transferee of all or part of our business. This novation will take effect on written notice so that (i) the transferee will be substituted with effect from the date specified in the notice and will no longer have any rights and obligations under the agreement except in respect of work performed prior to that date and (ii) the combined aggregated liability of will not exceed the limit of liability before the novation took place.