



Larsen Consultancy

G-Cloud 15 Service Terms & Conditions

Lot 3 - Cloud Support

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Introduction

Larsen Consultancy helps public sector organisations design and deliver change using evidence-based methods. We specialise in operating model transformation, service design, discovery, business cases, and data-driven analysis, providing clear recommendations, implementation support, and Programme leadership to enable confident decisions grounded in delivery reality across cloud enabled and digitally enables services.

Terms & Conditions

1. Services

The scope of the Cloud Support Services (“the Services”) to be provided will be agreed in writing prior to commencement. Any material change may require revised estimates.

These Terms and Conditions are supplementary to the G-Cloud Framework Agreement and Call-Off Contract. In the event of any conflict, the terms of the Framework Agreement and Call-Off Contract shall take precedence.

2. Engagement

Services will commence on the agreed start date and continue until completion, unless ended earlier in accordance with the G-Cloud Call-Off Contract.

3. Charges

Charges will be agreed in writing and invoiced monthly in arrears. Payment is due within 30 days of invoice, in line with the Call-Off Contract. All prices exclude VAT. Travel and subsistence, where required, will be charged at cost and pre-approved by the Customer.

4. Customer Responsibilities

The Customer will provide timely access to relevant information, stakeholders, documents and systems necessary for the delivery of the Services, and will give timely approvals and decisions.

5. Supplier Responsibilities

Larsen Consultancy will deliver the Services with reasonable skill and care, using suitably qualified personnel, and will use reasonable endeavours to meet agreed timescales. Delays caused by circumstances outside the Supplier’s control are excluded.

6. Intellectual Property Rights

Unless otherwise agreed, the Supplier retains ownership of pre-existing IPR. Subject to full payment of fees, the Customer receives a non-exclusive licence to use deliverables for purposes related to the Services.

7. Confidentiality

Both parties will treat all confidential information as such and will not disclose it to third parties except where required by law or with prior written consent.

8. Liability and Insurance

Nothing in these terms limits liability for death, personal injury, fraud or any other liability that cannot be limited by law. The Supplier maintains appropriate professional indemnity insurance. Indirect or consequential loss is excluded in accordance with the G-Cloud Call-Off Contract.

9. Termination

Either party may terminate under the conditions set out in the G-Cloud Call-Off Contract, including material breach not remedied within 30 days. Upon termination, the Customer will pay all fees accrued up to the termination date.

10. Subcontracting

The Supplier may use suitably qualified subcontractors to support delivery of the Services. The Supplier remains responsible for all subcontracted work and will disclose subcontractors as required under the Framework.

11. Status of the Parties

Nothing in this Agreement creates an employment, partnership or joint-venture relationship between the parties.

12. Governing Law

This Agreement is governed by the laws of England and Wales, and any disputes will be handled under the jurisdiction defined in the G-Cloud Call-Off Contract.

13. Force Majeure

Neither party is liable for delays caused by events beyond reasonable control. Parties will notify each other promptly if affected.