



Pragmatics 3D Service Terms GCloud 15 (Supplier Service Terms for Consultancy and Project Delivery Services)

These terms describe how Pragmatics 3D (“P3D”) provides its cloud support and consultancy services through the G-Cloud Framework. They apply alongside the Crown Commercial Service Call-Off Contract. Where anything in this document conflicts with the Call-Off, the Call-Off takes precedence.

Overview of Service Delivery

P3D provides both day-rate consultancy and fixed or outcome-based deliverables.

Engagements are scoped through a Statement of Work (SoW) or equivalent project brief agreed with the buyer.

Services may include, but are not limited to: project management, programme delivery, business change, governance design, service reviews, operating model development, workshops, analysis, stakeholder engagement, and implementation support.

Working Hours and Location

- Standard working hours are 0900 to 1600, Monday to Friday (excluding UK public holidays).
- Travel may fall within or outside these hours as required to meet delivery needs.
- Delivery is normally provided remotely, but P3D will attend on site where it is beneficial to delivery or requested by the buyer.
- On-site days must be agreed with P3D in advance.

Travel and Expenses

- Travel, accommodation, and subsistence expenses required for on-site delivery are chargeable in addition to service fees.
- Expenses will be reasonable, pre-agreed where appropriate, and invoiced in line with the Call-Off.

Buyer Responsibilities and Dependencies

To support effective delivery, the buyer is expected to provide:

- Access to key stakeholders, decision-makers, and subject matter experts when needed.
- Timely provision of documents, information, and context relevant to the project.

P3D does not require access to the buyer's IT environment. P3D works through secure email communication channels, including CJSM, and operates in line with Cyber Essentials Plus.

Dependencies are not contractual obligations; they are included to ensure clarity on what is typically required for successful delivery.

P3D Responsibilities

P3D will:

- Deliver services with reasonable care, skill, and professional standards.
- Use appropriately qualified consultants and project specialists.
- Allocate resources with suitable expertise for each engagement.
- Maintain continuity of personnel where possible; where substitutions are necessary, P3D will ensure replacement resources have equivalent skills and knowledge.

Service Levels for Consultancy

Consultancy does not operate under traditional uptime/service availability metrics. Instead:

- Availability aligns to the working hours stated above.

- Response times, meeting cycles, and communications will be agreed within the SoW.
- Work is prioritised based on the mutually agreed delivery plan.

Security and Data Protection

P3D complies with:

- UK GDPR and the Data Protection Act 2018
- ISO-aligned internal information-security practices
- Cyber Essentials Plus
- CJSW secure communication requirements

Where P3D acts as a processor or joint controller, responsibilities will be set out in the Call-Off Data Protection Schedule.

P3D will not store buyer data outside the UK unless lawfully permitted under the Call-Off.

Intellectual Property Rights

- Materials provided by the buyer remain the buyer's property.
- Pre-existing P3D materials (templates, methodology, frameworks, infographics, training materials, and similar proprietary tools) remain the property of P3D.
- The buyer receives a non-exclusive licence to use outputs produced for their specific engagement, in line with the Call-Off.
- Reuse of P3D pre-existing materials outside the scope of the project requires P3D's written consent.

This aligns to the G-Cloud Call-Off IP position and does not restrict the buyer's rights in project deliverables.

Quality Assurance

P3D will work in accordance with its internal quality-assurance processes covering:

- Document review and sign-off
- Version control
- Internal peer review

- Governance and reporting standards

Buyers may request sight of relevant policies as part of onboarding.

Equality, Diversity and Inclusion

P3D operates in compliance with the Equality Act 2010 and maintains internal EDI policies.

We expect respectful, inclusive collaboration between all parties.

Onboarding and Offboarding

Onboarding may include:

- Confirming communication channels
- Agreeing key contacts and governance rhythm
- Establishing document-sharing mechanisms
- Clarifying roles, responsibilities, and decision rights

Offboarding may include:

- Handover of deliverables
- Knowledge transfer sessions
- Closure reporting
- Returning buyer-provided data in line with the Call-Off

Change Control

Changes to scope, timelines, or deliverables will be managed through a mutually agreed change process, documented in writing, and issued as a revision to the SoW.

Dependencies on Third Parties

Where successful delivery relies on external organisations (e.g. partner agencies, multi-force units, suppliers), P3D will flag risks early. Engagement with third parties remains the buyer's responsibility unless otherwise agreed.

Related Documents

These Service Terms should be read alongside:

- P3D Service Definition (G-Cloud Listing)
- P3D Pricing Document
- P3D SFIA Rate Card (where applicable)
- Call-Off Contract Terms and Schedules

Contact

For operational matters, support, and delivery coordination, P3D will provide named contacts within the SoW.