

AGILE DELIVERY MANAGEMENT – TERMS AND CONDITIONS

1. INTRODUCTION

These Terms and Conditions govern the provision of Agile Delivery Management services by **Lean-Agile Digital Services (LADS)** under the G-Cloud 15 framework. They supplement the Crown Commercial Service (CCS) Call-Off Contract.

2. DEFINITIONS

- **Supplier:** Lean-Agile Digital Services Limited
- **Buyer:** The public sector organisation procuring services
- **Services:** Agile Delivery Management and related support as defined in the Service Definition Document
- **Call-Off Contract:** The agreement between Buyer and Supplier under G-Cloud 15

3. SCOPE OF SERVICES

Services provided are as described in the **Service Definition Document**, including:

- Agile delivery leadership and coaching
- Delivery planning and governance
- Risk and dependency management
- Integration with GDS standards

4. PRICING AND PAYMENT

- Pricing is as published in the **Pricing Document** on the Digital Marketplace
- Discounts for educational organisations apply as stated
- Payment terms: 30 days from invoice date, unless otherwise agreed in the Call-Off Contract

5. BUYER RESPONSIBILITIES

- Provide timely access to systems, stakeholders, and information
- Ensure compliance with security and data protection requirements

6. SUPPLIER RESPONSIBILITIES

- Deliver services in accordance with GDS standards and agreed scope
- Maintain confidentiality and comply with UK GDPR
- Ensure personnel hold appropriate security clearances

7. SERVICE LEVELS

- Standard support during UK business hours
- SLAs as agreed in the Call-Off Contract

8. DATA PROTECTION AND SECURITY

- Supplier complies with UK GDPR and public sector security policies
- No personal data will be processed beyond what is necessary for service delivery

9. INTELLECTUAL PROPERTY

- Deliverables created under the Call-Off Contract will be owned by the Buyer unless otherwise agreed
- Supplier retains rights to pre-existing intellectual property, including the Lean-Agile Practitioner Toolkit

10. TERMINATION

- Either party may terminate in accordance with the Call-Off Contract terms
- Upon termination, Supplier will provide knowledge transfer and documentation handover

11. LIABILITY

- Supplier holds Employers' Liability and Professional Indemnity insurance as required
- Liability limits are as stated in the Call-Off Contract

12. GOVERNING LAW

These Terms and Conditions are governed by the laws of England and Wales

13. COMPLIANCE AND ACCREDITATION

- Supplier is accredited by **Bloom Procurement Services**
- Supplier holds **SE+ Certification** for security and ethical delivery practices

14. ACCESSIBILITY AND SUSTAINABILITY

- All deliverables meet **WCAG 2.1 AA standards**
- Supplier promotes remote-first delivery to reduce environmental impact