

LEAN-AGILE COACHING AND TRAINING – TERMS AND CONDITIONS

1. INTRODUCTION

These Terms and Conditions govern the provision of Lean-Agile Coaching and Training 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: Lean-Agile Coaching and Training 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:

- Tailored Lean-Agile coaching for teams and leadership
- Practical training workshops aligned with GDS standards
- Embedded coaching during live delivery phases
- Capability building and knowledge transfer
- Integration with GDS standards and assurance processes

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 coaching and training in accordance with GDS standards and agreed scope
- Maintain confidentiality and comply with UK GDPR

- Ensure personnel hold appropriate security clearances
- Provide practical guidance and resources to support organisational Agile adoption

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