

Terms and Conditions

Dynamics 365, Power Platform & Power BI Development

1. Contractual Framework

All services are delivered under the standard G-Cloud Call-Off Contract terms. These Terms and Conditions supplement, but do not replace, the mandatory Crown Commercial Service (CCS) framework terms.

2. Service Delivery

Services are delivered remotely unless otherwise agreed. Delivery timelines depend on customer availability, access to environments, and timely provision of information. Any changes to scope, requirements, or priorities must follow an agreed change-control process.

3. Customer Responsibilities

The customer must:

- Provide access to relevant systems, environments, and data
- Maintain all required Microsoft licences
- Nominate a product owner or key contact
- Complete user acceptance testing and provide sign-off
- Ensure compliance with internal security, data protection, and governance policies

4. Supplier Responsibilities

The supplier will:

- Deliver services with reasonable skill and care
- Follow secure development and data-handling practices
- Provide documentation and knowledge transfer
- Notify the customer of risks, issues, or dependencies affecting delivery

5. Data Protection

Both parties must comply with applicable data-protection legislation, including UK GDPR. The customer remains the data controller. The supplier acts as a data processor only where required and will process data solely on documented instructions.

6. Security

Services are delivered in line with Cyber Essentials Plus and NCSC cloud security principles. Access is role-based and restricted to authorised personnel. The customer is responsible for classifying data and ensuring appropriate governance.

7. Intellectual Property Rights

The customer retains ownership of all data, configurations, and bespoke deliverables created under the contract. The supplier retains ownership of pre-existing IP, accelerators, and reusable components, which may be licensed for use by the customer.

8. Payment Terms

Invoices are issued monthly in arrears or aligned to agreed milestones. Payment is due within 30 days of invoice date. Additional work outside agreed scope may incur additional charges subject to change control.

9. Service Levels

Standard support hours are 09:00–17:00 UK time. Response and resolution times are aligned to agreed priority levels. Extended hours or enhanced SLAs may be provided by separate agreement.

10. Termination

Either party may terminate in accordance with the G-Cloud Call-Off Contract. Upon termination, the supplier will provide reasonable offboarding assistance, including data export and documentation. The customer remains responsible for all accrued charges up to the termination date.

11. Liability

Liability is limited in accordance with the G-Cloud framework terms. Neither party is liable for indirect or consequential loss, except where required by law.

12. Confidentiality

Both parties must keep confidential all information disclosed during the engagement, except where disclosure is required by law or regulatory obligation.