

Payment Terms:

On Placing of Order/Signing of Contract - First 30% of Professional Services Total

On Delivery of Software for UAT - Next 50% of Professional Services Total

On Acceptance of the Software - Final 20% of Professional Services Total + Monthly Support & Maintenance Fees

For the initial 30% payment detailed above, this must be paid within 30 days of invoice and prior to commencement of the Professional Services required for the project, beyond the initial project planning/kick off meeting between the Parties.

For the next 50% payment detailed for Delivery of Software, this must be paid within 30 days of invoice and prior to the software being permitted to go live.

Terms:

1. VAT will be charged at the prevailing rate.
2. Travel and expenses for on-site days are included in the quoted price.
3. This quotation is valid for a period of 90 days from the date shown.
4. This quotation does not include the supply of hardware, operating systems or networking.
5. Additional on-site training, support or project management days are chargeable at the then standard charges applicable.
6. Support and Maintenance fees will be reviewed annually, but will not increase more than the Government published RPI figure for the period
7. For the implementation of Compucare 8, it is expected that the Customer will dedicate an internal Project Manager (with sufficient project skills and business knowledge) to act as the single point of contact for Streets Heaven throughout the duration of this project. This Project Manager allocation is vital to the successful co-management of the Implementation Project; and they will answer all queries, make all decisions and will attend all project calls, meetings and sessions. All of this, will require your Project Manager to dedicate considerable time to working on this project.

An authorised representative from the Customer will review all work carried out by Streets Heaven throughout the project and will sign off at the appropriate stage or sprint before work commences on the next stage or sprint. Once signed off, no additional changes will be made to the items included in that stage or sprint.

Changes to the scope of the Implementation Project to implement Compucare 8, or Customer caused delays to the project, may result in a quotation and additional

charges from Streets Heaver for the additional Professional Services required, beyond those quoted for above.

8. The quotation is subject to our standard terms and conditions.