Terms and Conditions

Supplier: BI Design Consulting Ltd.

Service: Data & Analytics Support and Optimisations Services

Lot: Cloud Support (Lot 3)

1. Scope of Services

1.1. The supplier will provide ongoing support, performance tuning, optimisation, and guidance for cloud-based data and BI solutions.

1.2. Services may include dashboard/report enhancements, query performance improvements, data governance advisory, and remote troubleshooting.

1.3. Services are provided according to mutually agreed priorities and schedules.

2. Customer Responsibilities

2.1. The customer will provide access to systems, platforms, credentials, and relevant data necessary to deliver support services.

2.2. The customer will implement recommendations unless otherwise agreed.

2.3. Customer ensures that data shared complies with applicable data protection laws.

3. Service Delivery

3.1. Services are primarily delivered remotely; on-site support is available by prior agreement.

3.2. Communication is via email, video calls, or other agreed channels.

3.3. Reporting on support activity, recommendations, and optimisation actions will be provided as agreed.

4. Confidentiality

4.1. Both parties shall treat all exchanged information as confidential.

4.2. The supplier will not disclose customer data to third parties except as required to deliver services.

4.3. Confidentiality obligations continue for 5 years after the engagement ends.

5. Intellectual Property

5.1. The supplier retains ownership of methodologies, templates, and tools used to deliver the service.

5.2. Deliverables created specifically for the customer become the customer's property after payment.

6. Liability

6.1. Supplier liability is limited to direct losses caused by negligence or breach of contract.

6.2. The supplier is not liable for indirect or consequential losses, including business disruption.

6.3. The supplier does not guarantee specific business outcomes from optimisation or support activities.

7. Fees and Payment

7.1. Fees are agreed per engagement, session, or hour in advance.

7.2. Invoices are payable within 14 days unless otherwise agreed.

7.3. Additional or out-of-scope services are billed separately.

8. Data Protection

8.1. Both parties shall comply with GDPR and other applicable data protection regulations.

8.2. Customer data is processed solely for the purpose of delivering support and optimisation services.

9. Termination

9.1. Either party may terminate the engagement with 14 days' written notice.

9.2. Upon termination, supplier will provide all work completed up to the termination date.

10. Governing Law

10.1. These terms are governed by and construed in accordance with the laws of England and Wales.