Terms and Conditions

Supplier: BI Design Consulting Ltd.

Service: Data & Analytics Advisory Services

Lot: Cloud Support (Lot 3)

1. Scope of Services

1.1. The supplier will provide consultancy services including architecture design, capability analysis, platform assessment, and delivery road-mapping.

1.2. Services are advisory in nature and do not include software provision, managed infrastructure, or operational support unless explicitly agreed.

1.3. Deliverables, timelines, and project milestones will be agreed in writing for each engagement.

2. Customer Responsibilities

2.1. The customer will provide access to relevant systems, data, documentation, and personnel necessary for the service.

2.2. The customer is responsible for implementing recommendations unless otherwise agreed.

2.3. The customer will ensure that data shared complies with applicable data protection regulations.

3. Service Delivery

3.1. Services are primarily delivered remotely; on-site work is provided only by prior agreement.

3.2. Communication will be conducted via email, video calls, or other agreed methods.

3.3. The supplier will provide written reports, recommendations, or workshops as agreed.

4. Confidentiality

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

4.2. Supplier will not disclose customer data to third parties except as required to deliver the service.

4.3. These obligations continue for 5 years after the completion of the engagement.

5. Intellectual Property

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

5.2. Deliverables produced specifically for the customer become the customer's property once payment has been made.

6. Liability

6.1. The supplier's liability shall be 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 outcomes from implementing advisory recommendations.

7. Fees and Payment

7.1. Fees and payment terms for each engagement will be agreed in advance in writing.

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

8. Data Protection

8.1. Both parties shall comply with applicable data protection laws, including GDPR.

8.2. Personal data is processed solely to deliver the advisory service.

9. Termination

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

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

10. Governing Law

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