



Bramble Hub

Connecting SMEs and the Public Sector

Crown
Commercial
Service
Supplier

G-Cloud 15

Bramble Hub - ServiceNow

Terms & Conditions

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Technosys Limited

Supplier Terms & Conditions



Technosys Limited – ServiceNow Sales & Implementation Partner

Supplier Terms & Conditions (G-Cloud 14 – Cloud Support Lot)

1. Introduction

These Terms & Conditions (T&Cs) apply to the provision of ServiceNow consultancy, implementation, configuration, integration, training, and related professional services (Services) delivered by Technosys Limited (Supplier) to the Customer under the G-Cloud 14 Framework. These T&Cs operate alongside the G-Cloud 14 Call-Off Contract, the Supplier's Service Definition, the Supplier's Pricing Document, and any mutually agreed Statements of Work (SoWs). Where conflicts arise, the order of precedence in the G-Cloud Call-Off Contract applies.

2. Scope of Services

Technosys Limited provides: ServiceNow implementation and configuration; integration design and development; data migration; testing support (SIT/UAT); go-live and hypercare; training and knowledge transfer; documentation (HLD, LLD, config guides, process maps); optional managed service and ongoing support. The Supplier does not provide: ServiceNow licence resale; hosting or infrastructure services; end-user device support; non-ServiceNow system support.

3. Customer Responsibilities

The Customer agrees to: provide timely access to environments, SMEs, and stakeholders; maintain identity provider and MFA for Supplier access; approve designs, configuration, and deliverables; provide test resources for UAT; ensure data governance and classification; provide accurate and complete information. Delays caused by the Customer may impact timelines and costs.

4. Supplier Responsibilities

Technosys Limited will: deliver services with reasonable skill and care; provide qualified and experienced consultants; follow ServiceNow and ITIL best practice; maintain appropriate security controls; provide documentation and knowledge transfer; notify the Customer of risks, issues, and dependencies; remove access immediately upon project completion.

5. Charges & Payment

Charges are based on the Pricing Document and/or agreed SoW. Time-and-materials work is billed monthly in arrears. Fixed-price work is billed per milestone. Travel expenses (if applicable) are charged at cost. Payment terms follow the G-Cloud Call-Off Contract.

6. Change Control

Any changes to scope, timelines, or deliverables must be agreed through the G-Cloud Change Control Procedure. No work outside the agreed scope will be undertaken without written approval.

7. Intellectual Property Rights (IPR)

The Customer retains IPR in all data, processes, and configurations created specifically for them. The Supplier retains IPR in proprietary templates, accelerators, methodologies, and tools used to deliver the service. The Customer receives a perpetual, royalty-free licence to use Supplier-owned materials embedded in deliverables.

8. Data Protection & Security

Technosys Limited complies with UK GDPR, Data Protection Act 2018, NCSC Cloud Security Principles, and ISO 27001-aligned practices. No customer data is stored outside the Customer's ServiceNow instance. Supplier access is controlled via Customer IdP and MFA. Access is logged and monitored. Access is removed immediately after project completion. Data is processed only under Customer instruction.

9. Confidentiality

Both parties agree to keep confidential all information disclosed during the engagement, except where disclosure is required by law or the G-Cloud Framework.

10. Liability

Liability is capped at 12 months of charges paid under the Call-Off Contract. Neither party is liable for indirect or consequential losses. Nothing limits liability for fraud, death, or personal injury.

11. Termination

Either party may terminate in accordance with the G-Cloud Call-Off Contract or with 30 days' written notice. Upon termination: Supplier access is removed; all deliverables completed to date are handed over; Customer retains all configuration and documentation; Supplier securely deletes any Customer data in its possession. No early-termination penalties apply.

12. Subcontracting

Technosys Limited may subcontract elements of the service only with Customer consent. The Supplier remains fully responsible for subcontractor performance.

13. Dispute Resolution

Disputes will be resolved in accordance with the G-Cloud Call-Off Contract, using escalation, mediation, and formal resolution procedures.

14. Governing Law

These T&Cs are governed by the laws of England and Wales.

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