

G-Cloud Lot 3 - Cloud Support

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Services Terms and Conditions

1. Introduction

- a. These Fusion Business Solutions G-Cloud Cloud Support services ("CSS") Terms and Conditions govern the provision of such services by Fusion Business Solutions (UK) Ltd ("Fusion Business Solutions") under a call-off agreement ("Call-Off Agreement") as defined in the UK Government Crown Commercial Services G-Cloud Services Framework Agreement between Fusion Business Solutions and the Crown Commercial Services ("Framework Agreement"). They apply between Fusion Business Solutions and each party ("the Customer") entering into a Call-Off Agreement.

2. Charges

- a. The Customer is charged on a daily basis at the rates quoted in the Service Description and / or Call-Off Agreement. Fractions of a day are charged on an hourly pro rata basis.
- b. These rates do not include Value Added Tax, which will be added to the amount of an invoice at the prevailing rate.
- c. The charges quoted will be fixed for the period of service provision or 6 months, whichever is the shorter. Revised charges will be included in any published updates to the Service Description.

3. The Working Day and Overtime

- a. The normal working day is eight hours. This may be subject to alteration by mutual agreement for work carried out on the Customer's premises. Overtime is charged at time and a half and work necessarily carried out during weekends, or public holidays is charged at double time.

4. Invoicing

- a. Unless specified otherwise in the Call-Off Agreement, invoices are submitted at the end of each calendar month, together with a report detailing activity and achievement for the project that month.

5. Duties of Fusion Business Solutions

- a. Fusion Business Solutions shall assign personnel of appropriate qualification and experience to perform the CSS.
- b. Fusion Business Solutions shall use all reasonable efforts to avoid changes to the personnel named in the Call-Off Agreement to perform the CSS. In the event of any such named personnel being unavailable to perform the CSS, Fusion Business Solutions shall make all reasonable efforts to promptly replace such individual with another person of equivalent competence and experience.
- c. Fusion Business Solutions will exercise reasonable skill and care in performing the CSS and shall comply with the reasonable requests and directions of the Customer including complying with reasonable health, safety and security policies advised to Fusion Business Solutions by the Customer while working on the Customer's premises.

6. Duties of the Customer

- a. The Customer shall, at its own expense, supply Fusion Business Solutions with all documents, software, inventions, data or other materials and instructions necessary to perform the CSS in accordance with the Contract and shall retain copies of any such documents, software, data or other materials so supplied.
- b. The Customer shall provide Fusion Business Solutions with access to all personnel of the Customer and to its systems and software and, where Fusion Business Solutions is required to work on the Customer's premises, accommodation and other assistance as may be necessary for performing the CSS.
- c. The Customer shall, at its own expense, arrange all interviews and meetings with its own personnel that may have been agreed in any project plan forming part of the CSS.
- d. The Customer confirms that it has or shall obtain appropriate insurance to cover Fusion Business Solutions employees against loss or injury whilst performing the CSS at the Customer's premises or elsewhere (other than Fusion Business Solutions premises) on its behalf.

7. Cancellation

- a. When an end date has not been specified CSS involving the supply of staff on a time and materials basis, should either the Customer or Fusion Business Solutions wish to terminate such provision prematurely, unless agreed otherwise the terminating party shall give four weeks written notice to the other.

8. Supplementary Documentation

- a. During the course of supply, Fusion Business Solutions's obligations in respect of service provision may be further detailed in documents such as a Proposal, Project Plan or Specification ("Additional Documents"), which when referenced in the Call-Off Agreement will form part of the agreement between Fusion Business Solutions and the Customer. Time shall not be of the essence in relation to the performance of such service provision.

9. Change Control

- a. If additional work or expense is incurred by Fusion Business Solutions as a result of a change in the Specification or Project Plan being made by the Customer, or by a failure or delay by the Customer in meeting his obligations in connection with the delivery of the Services, then such additional work or expense will be reasonably charged to the Customer over and above the price set in the Call-Off Agreement.
- b. Any change proposed by either Fusion Business Solutions or the Customer will be negotiated and agreed before the change is implemented. Changes involving additional consultancy will be priced using the standard or overtime consultancy rates as set out in the Call Off-Agreement or SFIA Rate Card.

10. Acceptance

- a. Once any specified deliverables have been made available to the Customer they shall be accepted by the Customer ("Acceptance") and the Customer shall, if requested to do so, provide an Acceptance Certificate. Where no acceptance criteria have been specified then Acceptance will be on delivery.