

REDWING BUSINESS INTELLIGENCE

RAVEN RAPID ANALYSIS OF EVENTS



Application Software Licence

100% of the monthly fee (based on transaction volume) due at the end of each month. The customer will be provided with administrative access to include analytics on transaction volumes.

Bespoke Development & Customised Software

40% order, 30% mid-delivery, 30% on delivery.

Additional Professional Services

Invoiced on an "as used basis". The number of days and the daily rates set out in our proposal are only an estimate. The days will be charged at the standard daily rate which applies when the services are delivered. Any additional days required to those quoted for will also be charged for at the standard daily rate in force at the time. Amount is still due if the booking is cancelled by the Customer within 1 week of the visit

Expenses

Unless otherwise stated on the quotation, expenses associated with travel, subsistence and other out of pocket expenses will be charged in addition to the service charges quoted at the daily rate set out in our quotation.

Support and Annual Maintenance Charges

None

VAT & Invoice Payments

Prices quoted are exclusive of VAT. All invoices are due for payment 30 days from date of invoice.

Interface and Bespoke Development Acceptance

Interfaces and Bespoke Development will be delivered with a 30 day warranty from the date of delivery. The Customer must ensure that this is deployed and tested within 30 days of delivery. Issues within agreed specification raised during the warranty period will be addressed and resolved at no additional cost. Issues arising outside of the warranty period and outside of agreed specification will be dealt with as change requests and additional charges may be incurred.

Confidentiality Statement

This proposal and any documentation accompanying it is provided in strictest confidence and as such should not be divulged or shared with any other party. Please note that this proposal and any other documentation provided in confidence cannot be shared under the Freedom of Information Act.

Further Details

<http://www.redwing-bi.com/raven>