



Terms and Conditions and Software Licence

Important: Please read these carefully, as all orders and supply of software and support services are covered by these conditions, once the order has been accepted by us. If you do not agree to these terms and conditions, you should not proceed to deploy the application(s)

SUMMARY in Plain English

Scribe 2000 software is provided on licence for a period of time, normally one year, for payment of a licence fee. The fee also covers software support during the licence period and any enhancements to the software. The software is not purchased by the customer, and the relationship between the council and Scribe 2000 is basically an ongoing annual contract based on trust. If you find the solution does not meet your requirement your remedy is not to renew the licence. We will send software without prior payment, and we will accept your assurances about budgeted income levels or the number of PCs you are using without any further proof. We trust you will also give us the benefit of any doubt.

Contract Terms

The terms 'You' or 'Council' below mean the purchasing Council or similar customer body. The terms 'We', 'Scribe' or 'Scribe 2000' below mean Scribe 2000 Limited.

You can order in writing or by email. Any order stated to be in the name of a local council by an officer, member or ICT contractor we shall take as being duly authorised, whether or not the order is printed on an official purchase order or letterhead and whether or not any approval to purchase has been given or recorded by the council. Once an order has been placed by the council and software has been despatched, the order may not be cancelled by the council and the initial licence fee will be payable whether or not the software is installed or used. The licence fee payable shall at all times be the appropriate fee based on the schedule of fees applicable at the date of the order.

We will despatch software within 7 days of receiving an order and we expect payment to be made within 30 days of despatch. If the council chooses not to immediately install the software for any reason, this does not remove the obligation to pay for the licence within the above time-scale. We reserve the right to adjust the amount payable if payment is delayed without reasonable explanation, on the basis that the quoted and invoiced prices effectively contain a 20% early payment discount.

If any media is defective, we will replace it without additional charge. We will test supplied media against viruses to the best of our ability but we do not accept liability for the consequences of any undetected virus.

We will attempt to include all or most of the software prerequisites which you will need to operate the Scribe application. However there may be situations where you need to download from other sources such as Microsoft or update your operating system, and we make no absolute assurances that the material which we distribute is all that you will require for your particular system.

We make no warranties relating to performance or fitness for purpose of the software for a particular council, nor for a particular hardware or operating system environment. The council must be the judge of whether the software is appropriate, and is entitled to choose not to renew any or all licences at the expiry of each licence period. Scribe 2000 Ltd will not be liable for any loss, in any circumstances, as a result of use of the software, and the council must accept any costs for recovery and correction or for consequential loss, including any loss by third parties. If there should arise any liability in law on the part of Scribe 2000 Ltd, such liability shall not exceed the price paid by the council for the use of the software.

We reserve the right to transfer our rights and obligations to other parties if the need arises, either temporarily or permanently, and the council must keep within the limits described in the software licence. If situations arise which are unforeseen or are outside our control, we reserve the right to cancel the licence and the agreement without any liability for loss.

If the council fails to observe any of its obligations under the terms of the licence, we may request that appropriate action is taken within a stated reasonable time-scale, and we shall be entitled to cancel the licence. If the licence is cancelled in these circumstances, the council must delete all software on its PCs and return all software and any copies it has made, and will remain liable for any unpaid and due amounts. The council will not be entitled to a refund for any unexpired period of the licence.

We may charge for replacement or additional media, for instance for installation in new PCs, or for any additional optional services or materials which we may provide.

You must advise us whenever there is a change of Clerk, Responsible Financial Officer, or other regular contact person.

You must advise us whenever the Council has a change of postal address, telephone number, or email address.

Period of Licence

Licences may be obtained at any time of year. All licences will be treated as starting on the first day of the month nearest to the date of despatch, and renewals will also apply from the first day of that month in subsequent years. Where additional modules are subsequently obtained at other times of the year, the initial licence for any module will be issued for a 12 month period. At the time of the first renewal, the extra module's licence will be brought into line with the original dates, and normally the fee for non-Accounts modules will be adjusted to correspond to the period for the Accounts application.

By agreement the period covered by a licence may be adjusted so that the renewal falls on a different date, for instance to be more convenient around the start of a new financial year. Any adjustment will be applied to the fee pro rata.

We will invoice for the renewal of the licence fee approximately two months prior to its expiry, and you must arrange for the fee to be paid no later than two weeks prior to the expiry. You are entitled not to renew the licence, in which case you may retain your data, but you must stop using the software at the expiry of the licence and you must then immediately delete all software from your system. For continued access to data using the software, a post-cancellation licence may be offered at a fee determined by us, to permit the use of the software for the purpose only of looking up or reporting data entered during the period of a prior licence.

Use of the Software

The software application(s) and associated documentation (whether printed or on-line) are supplied under licence. The copyright and all intellectual property rights are owned exclusively by Scribe 2000. You may, in return for the licence fee, use the software for the official business of the council within the limits of the licence expressly granted to the council and on the terms detailed here.

You may use the software

- on the number of PCs stated (by default if not expressly mentioned this is one PC)
- for the business purposes stated for the licence category
- for the period stated on the licence (invoice)

You may make a backup copy of the software for security purposes. You may print out a hard copy of online help information or of file copies provided specifically for that purpose, which may be used freely within the council, but you must not copy this to third parties.

You must not

- Part with the supplied software to any third party

- Decode the software in any way to derive the source code
- Use the software on more PCs or for a longer period than stated on the licence and for which the fee has been paid.

You may install and use the software on a portable notebook PC if you wish to use it outside normal offices or normal hours, but two people must not use the office software and the notebook software at the same time.

The user of the software may be the clerk or other full or part-time staff, the chairman or other members, or a financial advisor or other agent working for the council, but all such use is subject to the limitations on the number of PCs licensed, unless we have given prior agreement in particular circumstance, for example for temporary training or internal audit purposes. As the licence fee is dependent on the number of PCs (or 'seats'), the number of authorised users may exceed the number of PCs without additional licence fee. We have no need to know who the actual users are.

You may use the software for more than one council by maintaining separate folders or databases on a single PC, without additional licence fee, but you must not install the software on a greater number of PCs than the licence provides for. Licences should be issued in the name of all the organisations, by requesting appropriately shared invoices, in order that copyright is not infringed and each council can prove to an auditor that its use of the software is legitimate. We have no opinions on how you share the cost between councils.

If using the software on a network, the total number of client PCs must be covered by the licence but the server need not be counted if it is not itself used as a working seat.

The use of different software applications on a number of PCs allows for those modules to be distributed as the council wishes, providing each module is installed on no more than the number of PCs allowed in the licence for that application.

You must advise at the time of initial order the arrangements required for the distribution of software modules on PCs. If these arrangements change as a result of you obtaining additional equipment or changing organisational practice, you must advise us so that the licence and invoice may be adjusted and so that we may supply replacement media where necessary. If changes are made which include use of a software module by additional PCs, you must inform us immediately as an increase in licence fee may be due prior to normal renewal.

Support and Assistance

Support will be provided by Scribe 2000 under the licence at no additional charge and at all reasonable dates and times. Support may be requested and given by telephone, email or other electronic means, or in writing, or using the channels which we may provide. The support which we provide may take the form of published guidance or general comment on user questions, such as through online FAQ, or direct response to individual users.

All requests for support should be made in the ways described on the website, beginning with referral to on-line guidance and escalating if necessary.

We will provide support in using the software and getting the maximum benefit for the council's business, but our help does not extend to cover other software being used by the council nor to general assistance with regard to accountancy or solutions to user generated errors.

We will attempt to respond within a reasonable time, but do not guarantee to be available to answer telephone requests nor to respond to any issue within any stated period of time. We reserve the right to indicate generic solutions or guidance where we deem individual responses to be unnecessary or where the solutions have already been clearly presented.

We will attempt to correct minor faults found in the software or which have been reported to us. We may elect to distribute an update to the council or to all councils, or we may elect to incorporate this in the next licence renewal cycle, or we may make a download available, according to the severity of the problem as determined by us.

The licence fee includes any product enhancements which may be introduced, and we may choose to make enhancements to the software following requests from councils, which should in the first instance be raised as change requests. We reserve the right to reject suggested enhancements including those which in our opinion would benefit only an individual council and not the general customer base.

We reserve the right to withdraw support temporarily in exceptional circumstances. We reserve the right to withdraw support for individual councils if in our opinion insufficient progress is being made by the council or its staff in its use of the software, or if problems occur because our instructions or advice have not been followed. We reserve the right to charge additional fees if substantial work is required to correct a position created by a user and where we feel able to correct it.

You must update your system with software updates or other data conversions as and when supplied to you, as these may contain bug fixes which are required but of which you have no knowledge. We reserve the right to charge for work which has to be repeated because of a council not carrying out a necessary implementation.

Support may also be offered by third parties who we recognise as being experienced users of the software, for example in order to obtain assistance with accountancy. Any charges which may be incurred in using such third parties are outside the scope of the normal licence.

Support may also be available in certain circumstances from the third party developers of the software application, on technical support issues. You are entitled, without our prior approval, to contact the developers directly if we are unable to respond to support questions as a result of illness or other long term absence. Additionally we may ourselves suggest that you have direct contact to remedy a technical issue. In such circumstances the support will be covered by your licence fee. However as we will incur a cost, such costs will be passed on to the council in cases where we consider that referral has been excessive or has been made in an untimely manner when we could have provided the support ourselves.

Special Cases

Trial Licences

A trial licence of any software application may be offered at our discretion. Full software content and support will be provided where a trial period has been agreed.

All the provisions apply as for a normal licence, except that

- The initial licence period shall be for a limited period as described on the licence, after which time all material must be either re-licensed or removed.
- When a trial licence is converted to a normal licence, the payable licence period will run from the start of the trial period.
- We reserve the right to make an administrative charge if material is not returned or if decisions are not made within a reasonable time-scale.

Discounts

We reserve the right to extend discounts to customers as determined by us in appropriate circumstances relating to the size of council or particular configuration or usage of PCs without setting any precedents for general fee levels or for any future discount arrangements.