

Working with us: a guide for clients

First steps:

- Talk to one of our consultants about your requirements and ask for a draft proposal or software demonstration
- If there are issues of confidentiality, we will provide a non-disclosure document for both parties to sign.
- Contact us by email to confirm your requirements and budget
- At this stage Lin Bateson will be your point of contact.

What happens next?

- We will issue a work specification setting out our interpretation of your needs, timeframe and cost; this will be based on previous discussions.
- For larger projects, we will also issue a proposal with costs.
- You will confirm the work specification content, and proposal if provided.
- You will provide further information as needed, and issue a contract or agreement with a Purchase Order number and named finance contact. We can provide the agreement for your signature if required.
- We will then issue an invoice quoting your Purchase Order number, and will start work on an agreed date.
- You will identify a named project contact and our dedicated project manager will liaise with that person directly, copying others into communications as required.
- At this stage your point of contact will be Lin Bateson (planning) and Alasdair Stamps (technical)

During the project:

- An initial project meeting will take place to ensure all parties are in agreement about the work to be carried out, and to identify future resources and points of contact. This may not be necessary for small projects.
- We will provide updates and information as reasonably requested, or as agreed in the original proposal.
- Progress meetings may be held during the project at reasonable intervals, but if travel has not been included in the proposal, expenses will be at the cost of the client.
- Our dedicated project manager will answer project-related enquiries within 48 hours, and email is the preferred method of contact.

At completion:

- We will provide an end of project report, on request, to inform future improvements.
- Websites, email addresses and enquiry service are maintained for a practicable time.
- A breakdown of offset costs, expenses etc will be provided where applicable
- Feedback is always appreciated and we will attempt to address any issues that are brought to our attention.

General:

- Please see: www.biopartner.co.uk/about.php for our Data and Environmental policies. We ask our clients and consultants to respect our wish to comply with the Data Protection Act 1998 and to protect the environment.