

GovMetric CX Terms & Conditions

These terms and conditions relate solely to the onboarding, operation and offboarding elements of the service and are in accordance with G-Cloud guidance.

A full description of the service can be found in the GovMetric CX Service Definition document available on G-Cloud.

Contractual terms and conditions are covered by the G-Cloud 13 Framework Agreement and the Call-Off Contract. The terms **Supplier** and **Customer** have the same meaning as in the Call-Off Contract.

On-boarding

The Customer will be responsible for providing a nominated contact for the duration of the onboarding process and for assisting the Supplier with the implementation.

The Customer will be responsible for implementing the various end-user interfaces as required e.g. adding the code snippet to their website, adding the code snippet to their email client, setting up speed dials in the phone system, downloading the application to their devices and enabling web-based reporting. These are implementation processes in line with a typical SaaS product.

Operation

The Customer's local administrator will be responsible for activating and de-activating their other user accounts, and for ensuring that user account details are kept up to date. All individuals are responsible for the security of their usernames and passwords.

The Supplier will provide support via the Service Desk from 09:00 – 17:00 GMT on UK business working days.

Faults and change requests can be logged via the Service Desk.

Off-boarding

Upon termination or expiry of this Agreement the Customer shall:

- Cease to use any element of the GovMetric CX service from the date of termination.
- Remove, prepare and make ready any Supplier equipment for collection and transport by a courier chosen by the Supplier so that the equipment can be returned in an 'as new' condition.
- Remove any service-related code from their web site, email, and other digital systems.
- No longer use the GovMetric Smileys or other Supplier trademarks.