

GovMetric G-Cloud Terms & Conditions

These terms and conditions apply solely to the onboarding, operation, and off-boarding elements of GovMetric's cloud software services and any associated professional and support services ("the **Service**") and are provided in accordance with G-Cloud guidance.

A full description of the specific Service is set out in the relevant **Service Definition** published on G-Cloud.

All contractual terms and conditions governing the supply of the Service are defined by the **G-Cloud Framework Agreement** and the associated **Call-Off Contract**. In the event of any conflict, the Framework Agreement and Call-Off Contract shall take precedence.

The terms **Supplier** and **Customer** have the same meaning as defined in the Call-Off Contract.

Onboarding

The Customer will:

- Nominate a primary contact for the duration of the onboarding process
- Cooperate reasonably with the Supplier to support implementation activities

Where required, the Customer may need to configure its systems or channels to connect or route data to the Service, for example by:

- Adding configuration, links, or code snippets to websites, forms, or digital channels
- Configuring email, telephony, or authentication settings
- Enabling secure connections or access to third-party systems

Where integration with third-party software or platforms is required, the Customer is responsible for:

- Ensuring appropriate permissions, licences and contractual rights are in place
- Facilitating access to relevant APIs, documentation and technical contacts
- Supporting reasonable coordination with third-party suppliers where needed

The Supplier will provide reasonable assistance to support integration activities, but responsibility for third-party systems and their availability remains with the Customer.

Operation

The Customer will be responsible for ensuring that the Service is administered and used appropriately, either directly or by instructing the Supplier, as applicable.

This includes responsibility for:

- The administration of user access, including the activation and de-activation of user accounts
- Ensuring user and account information is kept accurate and up to date
- Ensuring that appropriate internal controls and processes are followed by users

All users are responsible for maintaining the confidentiality and security of their login credentials.

The Supplier will provide support via the Service Desk during standard UK business hours. Faults, incidents, and change requests may be logged via the Service Desk.

Where administration activities are carried out by the Supplier, this will be done based on authorised instructions from the Customer.

Support scope and response targets are defined in the relevant Service Definition.

Offboarding

Upon termination or expiry of the Call-Off Contract, the Customer shall:

- Cease use of the Service from the effective termination date
- Remove any service-related code, integrations, or configurations from its systems
- Cease use of any Supplier trademarks, branding, or service identifiers

Where Supplier-owned equipment has been provided, the Customer will:

- Prepare the equipment for collection by a Supplier-appointed courier
- Ensure equipment is returned in an “as new” condition, subject to fair wear and tear

Data handling, retention, and deletion obligations are governed by the Call-Off Contract and applicable data protection legislation.