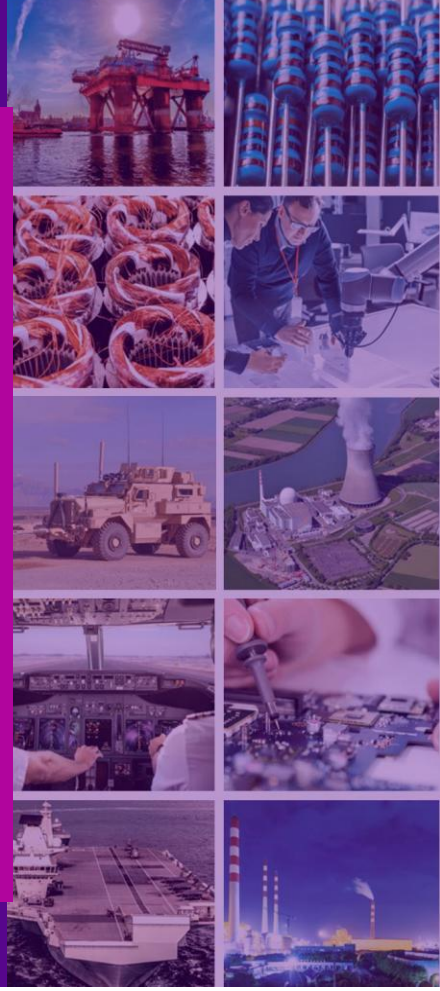
COMMERCIAL IN CONFIDENCE



AllanWebb

Elevating Your Asset Performance

# G-Cloud 15 - Cloud Support Service Terms and Conditions

# G-Cloud 15 - Lot 3 Cloud Support

## Asset Management: Managed Services and Optimisation

Terms and Conditions

ISSUED: **30-01-26**

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## G-CLOUD 15 – CLOUD SUPPORT – MANAGED SERVICES AND OPTIMISATION - TERMS AND CONDITIONS

### OVERVIEW

Allan Webb provides comprehensive managed services to support and optimise your cloud-based solutions. We reduce whole-life cost through managed obsolescence, ILS/IPS, and technical documentation. Our state-of-the-art AI and data science techniques increase operational availability for asset management, delivering a seamless support solution for organisations of all sizes.

### SERVICE ELEMENTS

- Cyber Essentials Plus, ISO 9001, 14001, 20000 and 27001 certified.
- Managed modular service for cloud-hosted monitoring and mitigation.
- Managed software updates and upgrades.
- Continuous Codification and technical master data maintenance services.
- Specialist improvement and support for cloud-native applications.
- Technical insights and data optimisation via AI.
- Managed digital supply-chain resilience and continuous vendor monitoring.
- Safety-case management and digital assurance services.
- On-demand document digitisation for continuous cloud data ingestion.
- Managed project office (PMO) support for ongoing cloud portfolios.

### CALL OFF ORDER FORMS

Allan Webb Limited acknowledges that the Crown Commercial Service General Terms and Conditions govern this Framework Agreement and establish the overarching contractual foundation. However, we recognise that each Call-Off Order presents its own distinct operational requirements, technical specifications, and delivery parameters. Consequently, supplementary terms specific to each individual call-off will be bespoke to the individual requirements and therefore will be agreed and documented at the point of order placement, ensuring contractual provisions remain appropriately tailored to the precise scope, complexity, and performance obligations of that particular engagement whilst maintaining full compliance with the Framework's governing principles.

### SERVICE LEVEL AGREEMENT

Noting the abovementioned complexities around the Allan Web Limited services and their bespoke nature, upon contract award, we will issue a comprehensive Service Level Agreement that defines performance standards, response times, escalation procedures, and key performance indicators. This agreement will establish clear accountability frameworks and measurable service commitments, ensuring transparency and enabling effective performance monitoring throughout the engagement lifecycle.

### OFF- PAYROLL WORKING LEGISLATION (IR35)

All orders placed under this Framework Agreement will be assessed against the requirements of the Off-Payroll Working Legislation (IR35) to ensure full compliance in accordance with the current HMRC legislation, including any requirements which are flowed-down from the relevant Buyers through individual Call Off Orders.

# AllanWebb



## SUPPORTABILITY ENGINEERING

Our supportability engineers help you manage your project from start to finish, ensuring your systems remain supported and secure with solutions tailored to fit your business.



## OBSOLESCENCE MANAGEMENT

We offer a complete portfolio of obsolescence management services – from statusing and monitoring, risk analysis and case management to capability development, training and consultancy. We give you the confidence to support your systems throughout their life and identify problems as early as possible.



## CODIFICATION

NATO Codification is the primary means of item identification and management used internationally, establishing the common supply language for all logistics operations. It has vast benefits, which we've applied to a number of industries since our beginnings in 1960.






## SUPPLY CHAIN AND LOGISTICS

From procurement to inventory management, we utilise our extensive expertise to ensure your supply chain operates as efficiently as possible. Our ILS/IPS services are applicable in both a military environment and the commercial world.



## TECHNICAL DOCUMENTATION

No matter the industry, we can deliver the ideal documentation solution, including user guides, maintenance manuals and much more. However complex the product or service, we'll communicate the right information to your target audience in a clear and concise manner.



## TRAINING

Through our Supportability and Obsolescence Subject Matter Experts, we've been delivering training support for decades. With specialised training in key areas and bespoke delivery services, you can ensure that your team is armed with the knowledge they need, wherever you're based.

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nqa ISO 27001 INFORMATION SECURITY MANAGEMENT UKAS MANAGEMENT SYSTEMS 0015
nqa ISO 9001 QUALITY MANAGEMENT UKAS MANAGEMENT SYSTEMS 0015
IET The Institution of Engineering and Technology Enterprise Partner
CYBER ESSENTIALS CERTIFIED PLUS
SC21 Silver Award
ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME GOLD AWARD