

Cloud support services Terms and conditions (DOS)

These Terms and Conditions apply to the provision of cloud support and professional services supplied by Goldstone through the Digital Outcomes and Specialists (DOS) framework.

1. About the services

Goldstone provides cloud support and professional services to public sector buyers, including discovery, assessment, planning, design, delivery support and service improvement activities for cloud-based digital services. These services are delivered as consultancy and support engagements and do not include the provision or operation of hosted software unless explicitly stated in a service definition.

2. Service delivery

Services are delivered on a time-bound, outcome-focused basis in accordance with the scope agreed in the DOS call-off contract and associated service definition or statement of work. Delivery is primarily remote unless otherwise agreed.

The Buyer is responsible for providing timely access to stakeholders, information and systems required to deliver the services.

3. Service levels and support

Standard support is provided remotely via email and web-based support during UK business hours, Monday to Friday. Requests are acknowledged within one working day and prioritised based on urgency and impact.

Additional support arrangements, including phone support, extended availability or additional delivery support, may be agreed at additional cost.

4. Changes to scope

Any changes to scope, timelines or deliverables must be agreed in writing between the parties. Goldstone is not responsible for delays or impacts caused by factors outside its reasonable control, including delayed inputs, decisions or dependencies managed by the Buyer or third parties.

5. Buyer responsibilities

The Buyer retains responsibility for decisions, implementation and operation of any services, systems or recommendations arising from the engagement. Goldstone provides advisory and delivery support but does not assume operational responsibility for Buyer systems or services.

6. Data protection and confidentiality

Each party will comply with applicable data protection legislation. Any Buyer data shared for the purposes of service delivery will be handled securely and used only to provide the services.

Each party agrees to keep confidential any information received from the other party that is marked as confidential or would reasonably be considered confidential, except where disclosure is required by law.

7. Intellectual property

Unless otherwise agreed in writing, intellectual property created specifically for the Buyer as part of the services will be owned by the Buyer. Goldstone retains ownership of its pre-existing materials, methods, tools and know-how.

8. Termination

Either party may terminate the contract in accordance with the termination provisions set out in the DOS Model Call-Off Contract.

On termination, Goldstone will provide any completed outputs to the Buyer and cease delivery of the services.

9. Liability

Goldstone's liability is limited in accordance with the DOS Model Call-Off Contract and applicable law. Nothing in these Terms and Conditions limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

10. Governing law

These Terms and Conditions are governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.