



Opal Solutions Private Limited – Supplementary Terms and Conditions

These supplementary terms and conditions apply to services provided by Opal Solutions Private Limited under the G-Cloud 15 Framework. They are intended to operate in conjunction with, and are subject to, the G-Cloud 15 Framework Agreement and Call-Off Contract Terms published by Crown Commercial Service (CCS). In the event of any conflict, the CCS Framework and Call-Off Terms shall take precedence.

1. Scope of Services

Services will be provided as defined in the applicable Call-Off Contract and service description. Any changes to scope must be agreed in writing by both parties.

2. Service Delivery

Services are delivered on a best endeavours basis in accordance with agreed schedules and support arrangements. Delivery is primarily remote unless otherwise agreed at call-off.

3. Charges and Payment

Charges for services will be as set out in the Call-Off Contract. Invoices will be issued in accordance with agreed milestones or time periods and payable in line with CCS payment terms.

4. Confidentiality

Each party shall treat as confidential any information received from the other party that is marked or reasonably understood to be confidential, in accordance with the Framework Agreement.

5. Data Protection

Both parties shall comply with applicable data protection legislation, including UK GDPR and the Data Protection Act 2018, as set out in the Framework Agreement.

6. Intellectual Property

Intellectual property rights shall be handled in accordance with the G-Cloud Framework and Call-Off Contract terms.

7. Termination

Termination rights shall be as defined in the G-Cloud Framework Agreement and Call-Off Contract.

8. Governing Law

These supplementary terms are governed by the laws of England and Wales.