



Government Procurement Service

Service Terms & Conditions Document

G-Cloud 15 SaaS Services
Jan 2026



The Hire Lab

The Hire Lab provides a mature, cloud-based recruitment platform designed to meet defined public sector recruitment and operational requirements. The service is built on proven technology that is already deployed across multiple public and commercial sector organisations in the UK and Ireland.

The platform is designed to support both organisational recruitment needs and the candidate experience. Traditional recruitment systems often prioritise internal administrative processes, which can result in limited visibility and engagement for candidates. The Hire Lab addresses this by providing a structured candidate portal, clear communication, and transparent workflow progression throughout the recruitment lifecycle.

The service enables hiring teams to configure and automate recruitment processes while maintaining consistency, governance, and compliance. Recruitment activity, communications, and candidate interactions are managed through a single platform, supporting efficient operation and improved oversight.

The Hire Lab is used by public sector organisations to manage recruitment activity at scale while supporting positive candidate engagement and organisational brand consistency. The service is delivered in partnership with customers, with configuration and support aligned to evolving organisational requirements over time.

1. Definitions and Interpretations

In these Terms and Conditions:

“Service” means the cloud-based recruitment and onboarding services provided by The Hire Lab under the G-Cloud 15 framework.

“Buyer” means the public sector organisation purchasing the Service.

“Supplier” means The Hire Lab.

“Agreement” means the call-off contract formed under the G-Cloud 15 Framework Agreement.

“Framework Agreement” means the G-Cloud 15 Framework Agreement published by Crown Commercial Service (CCS).

In the event of conflict, the Framework Agreement and Call-Off Contract take precedence over these Terms.

2. Scope of Service

The Supplier shall provide access to the Service as described in the applicable Service Definition published on the Digital Marketplace.

The Service is provided as a software-as-a-service (SaaS) offering and is accessed via supported web browsers over the internet.

3. Service Provision and Availability

The Supplier will use reasonable endeavours to ensure the Service is available in accordance with the service levels described in the Service Definition.

Planned maintenance will be carried out outside of normal business hours where reasonably practicable and notified to the Buyer in advance.

4. Charges and Payment

Charges for the Service are as set out in the Pricing Document published on the Digital Marketplace and agreed in the Call-Off Contract.

Unless otherwise stated, licence fees are billed monthly in arrears, implementation fees are one-off and payable at project initiation, and all charges are exclusive of VAT.

Payment terms are 30 days from invoice date, subject to public sector payment policies.

5. Implementation and Configuration

Implementation services are provided in accordance with the agreed scope.

Any services outside the standard implementation scope, including additional configuration, integrations, or bespoke development, shall be delivered on a time and materials basis using the published SFIA-aligned rate card.

6. Buyer Responsibilities

The Buyer shall provide timely access to required stakeholders and information, ensure appropriate user access controls are maintained, use the Service in accordance with applicable laws and policies, and ensure content uploaded to the Service complies with legal and regulatory requirements.

7. Data Protection and Security

Both parties shall comply with applicable UK GDPR and Data Protection legislation.

The Supplier shall act as a data processor unless otherwise stated, process personal data only on documented instructions from the Buyer, and implement appropriate technical and organisational security measures.

Details of security controls, hosting, and data handling are described in the Service Definition.

8. Intellectual Property Rights

All intellectual property rights in the Service, including software, documentation, and underlying technology, remain the property of the Supplier or its licensors.

The Buyer is granted a non-exclusive, non-transferable right to use the Service for the duration of the Agreement.

9. Subcontracting

The Supplier may use subcontractors, including cloud hosting providers, to deliver the Service.

The Supplier remains fully responsible for the performance of the Service and the acts or omissions of any subcontractors.

10. Support and Incident Management

Support is provided in accordance with the Service Definition, including response times and escalation processes. Repeated here for convenience;

Support is provided through email, online ticketing, and phone support during standard business hours (9 to 5 UK time, Monday to Friday). Web chat support is not provided. Onsite support can be provided by prior agreement and is charged separately.

Support queries are acknowledged within one business hour during support hours. Queries raised outside these hours are logged and responded to on the next business day.

Users can view and track support tickets and add updates. Ticket prioritisation is managed in line with agreed service levels.

Support is delivered through a tiered model:

- Level 1 support for incident resolution, configuration guidance, and defect management
- Level 2 support from application specialists for deeper functional or configuration investigation
- Level 3 support from senior engineers for complex technical or infrastructure-related issues

A named Account Manager is provided for service oversight and governance. Technical specialists are available for escalation when required. Third parties engaged by the buyer may access support features where explicitly authorised.

Incidents may be reported via the Supplier's support channels, and the Supplier will use reasonable endeavours to resolve issues in line with agreed priorities.

11. Audit and Compliance

The Supplier shall maintain appropriate audit logs and operational records as described in the Service Definition.

The Buyer may request relevant information reasonably required for audit or compliance purposes, subject to confidentiality and security controls.

12. Term and Termination

The Agreement shall commence on the start date specified in the Call-Off Contract and continue for the agreed term.

Either party may terminate the Agreement in accordance with the Framework Agreement, for material breach subject to remedy, or where required by law or public policy.

13. Exit Management and Data Return

On termination or expiry of the Agreement, the Supplier shall provide the Buyer with access to export their data in open formats and support transition in accordance with the Exit and Data Extraction provisions in the Service Definition.

Following confirmation of successful data export, the Supplier will securely delete Buyer data in line with its data sanitisation process.

14. Limitation of Liability

Liability shall be limited in accordance with the G-Cloud 15 Framework Agreement.

Nothing in this Agreement limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability which cannot be excluded by law.

15. Confidentiality

Each party shall treat confidential information received from the other as confidential and shall not disclose it except as permitted under the Agreement or required by law.

16. Force Majeure

Neither party shall be liable for failure to perform its obligations where such failure results from events beyond reasonable control.

17. Governing Law

The Agreement shall be governed by and construed in accordance with the laws of England and Wales, unless otherwise required by the Framework Agreement.

18. Order of Precedence

In the event of conflict, the order of precedence shall be the G-Cloud 15 Framework Agreement, the Call-Off Contract, the Service Definition, the Pricing Document, and these Terms and Conditions.

Next Steps

Organisations interested in the service can contact The Hire Lab to request further information or arrange a demonstration of the platform. Engagements are handled in line with G-Cloud procurement rules and are intended to support buyers in understanding service capabilities, configuration options, and suitability for their requirements.

Enquiries can be made by email at **hello@thehirelab.com** or via the company website at **www.thehirelab.com**.