

AMS Request Portal Service Terms (G-Cloud Framework)

These Service Terms supplement the G-Cloud Call-Off Contract agreed between the Buyer and the Supplier for the provision of AMS Request Portal.

In the event of any conflict or inconsistency between these Service Terms and the G-Cloud Call-Off Contract (including its Schedules), the G-Cloud Call-Off Contract shall take precedence.

These Service Terms describe operational aspects of the service only and do not replace or amend the Call-Off Contract.

Service Overview

AMS Request Portal is a secure, cloud-hosted request management service designed to support the electronic submission, management and fulfilment of Subject Access Requests (SARs) and Freedom of Information (FOI) Requests.

The service provides online forms for request submission, case management functionality for authorised users, secure storage of request-related information, reporting features and secure digital disclosure capabilities.

Service Access

The service is accessed via a web browser.

Users must authenticate using credentials issued and managed by the Buyer. User roles, permissions and access rights are configured and controlled by the Buyer through the service interface.

External requestors access the service via Buyer-configured public forms.

Onboarding

Onboarding is delivered remotely and typically includes:

- creation of user accounts;
- configuration of the portal, including request forms, landing pages and request categories;
- user training sessions delivered remotely; and
- support for go-live activities.

Onboarding activities are carried out in collaboration with nominated Buyer users and are governed by the Call-Off Contract.

Support Overview

Support is provided via agreed support channels during business hours.

Incident handling, service requests and escalation arrangements operate in accordance with the Call-Off Contract.

Acceptable Use

The Buyer is responsible for ensuring that the service is used in compliance with applicable laws and organisational policies.

Request Handling Responsibilities

The service provides tooling to support request submission and management only.

The Buyer remains responsible for:

- validating requester identity and authority;
- determining whether disclosures are lawful;
- carrying out redaction, review and decision-making activities; and
- ensuring that disclosed information is accurate, appropriate and compliant with applicable law.

Data Protection

Data protection obligations, including roles and responsibilities under UK data protection legislation, are governed by the Call-Off Contract and applicable schedules.

Nothing in these Service Terms modifies or limits those obligations.

Information Security

The service is operated using appropriate technical and organisational measures designed to protect the confidentiality, integrity and availability of data, as described in the Call-Off Contract and associated service documentation.

Service Changes

The Supplier may make changes to the service where reasonably necessary to:

- maintain security;
- address vulnerabilities;
- improve performance or resilience; or
- ensure ongoing compliance with applicable requirements.

Such changes will not materially reduce the core functionality of the service.

Offboarding and Data Handling

Offboarding, data return and data deletion are handled in accordance with the Call-Off Contract and applicable schedules.

No Expansion of Contractual Obligations

These Service Terms are provided for clarity on service operation only and do not create additional contractual rights or obligations beyond those set out in the G-Cloud Call-Off Contract.