

Terms and Conditions – G-Cloud 15 Lot 2b (SaaS)

These Terms and Conditions apply to the provision of the Syscon National Offender Management

Information System (NOMIS) service supplied under the G-Cloud 15 framework, Lot 2b: Software

as a Service.

1. Service Provision

Syscon shall provide the NOMIS service in accordance with the G-Cloud Framework Agreement,

Call-Off Contract, Service Definition, and agreed service levels. Where conflicts arise, the Call-Off

Contract shall take precedence.

2. Access and Acceptable Use

Access to the service is restricted to authorised users approved by the Buyer. All users must

comply with applicable laws and MoJ/HMPPS Digital acceptable use and security policies.

3. Availability and Support

The service is designed for high availability and resilience. Support is provided in line with agreed

service levels, incident management, and change management processes.

4. Information Security and Data Protection

Syscon shall protect Buyer data in accordance with UK data protection legislation, MoJ/HMPPS

security requirements, and recognised information security standards. Buyer data remains the

property of the Buyer at all times.

5. Data Residency and Processing

All Buyer data is stored and processed within the United Kingdom. Data processing is limited to

activities necessary for service delivery and support.

6. Changes and Charges

Changes and enhancements are managed through formal change control. Bespoke work, extended

support, or non-standard exit activities may incur additional charges, agreed in advance.

7. Exit Management and Data Return

At contract end, Syscon will support an orderly service exit, including secure data extraction and

cooperation with successor suppliers. Data will be securely deleted or retained in line with

contractual and legal requirements.

8. Liability and Compliance

Liability, warranties, and compliance obligations are governed by the G-Cloud Framework

Agreement and Call-Off Contract.

9. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.