

ADVANTIQ G-Cloud 15

Service Terms and Conditions

Applicable to Lot 2b (Tenant-deployed SaaS) and Lot 3 (Cloud Support)

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Company number: 09362756

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Document control

Version	Date	Author	Summary of changes
1.0	30 January 2026	ADVANTIQ	Initial standard terms for G-Cloud 15 services (Lots 2b and 3).

1. About these Service Terms

1.1 These Service Terms and Conditions (the “Service Terms”) are intended to be used with the Crown Commercial Service (CCS) G-Cloud 15 framework (RM1557.15). They apply to ADVANTIQ services purchased under Lot 2b (Tenant-deployed Software as a Service) and/or Lot 3 (Cloud Support).

1.2 These Service Terms are designed to be read alongside the applicable CCS G-Cloud 15 call-off contract and schedules (the “Call-Off Contract”) and the Order Form / Call-Off Schedule 5 (Pricing Details). Where a Buyer requests a Statement of Work or similar document, it will be treated as part of the Order Form or an agreed delivery plan under the Call-Off Contract.

1.3 If there is any conflict or inconsistency between these Service Terms and the Call-Off Contract, the Call-Off Contract will take precedence. Nothing in these Service Terms is intended to reduce or limit any rights a Buyer has under the Call-Off Contract.

2. Definitions and interpretation

2.1 In these Service Terms:

- **“ADVANTIQ”, “we”, “us”, “our”** means Advantiq Solutions Limited (company number 09362756).
- **“Buyer”** means the public sector body (or other eligible contracting authority) purchasing Services under G-Cloud 15.
- **“Call-Off Contract”** means the CCS G-Cloud 15 call-off contract terms and schedules agreed between the Buyer and ADVANTIQ.
- **“Charges”** means the charges payable for the Services as set out in the Order Form / pricing schedule.
- **“Client Data”** means data (including Personal Data) provided to, processed by, or generated by the Services on behalf of the Buyer.
- **“Confidential Information”** has the meaning given in the Call-Off Contract and includes information marked or treated as confidential.
- **“Deliverables”** means the outputs (if any) to be delivered under an Order Form or Statement of Work, excluding Buyer Data itself.
- **“Documentation”** means user guides, technical guides, and other documentation we make available for the Services.
- **“Order Form”** means the CCS G-Cloud 15 Order Form template (and any agreed schedules) used to place an order for Services.

- **“Personal Data”** has the meaning set out in the UK GDPR and Data Protection Act 2018.
- **“Service Definition”** means the service description published by ADVANTIQ on the Digital Marketplace and any order-specific service description in the Order Form.
- **“Services”** means the Lot 2b and/or Lot 3 services to be provided by ADVANTIQ as set out in the Order Form and Service Definition.
- **“Third Party Services”** means services or software provided by third parties which the Services depend on or integrate with (for example, a cloud platform provider).

2.2 Clause headings are for convenience only and do not affect interpretation.

2.3 References to legislation include amendments, replacements, or re-enactments.

3. Contract structure and order of precedence

3.1 The contract for the Services consists of (in descending order of precedence):

1. the Call-Off Contract (including all call-off and joint schedules);
2. the Order Form and any agreed Call-Off Schedule 5 (Pricing Details) and Call-Off Schedule 20 (Specification);
3. any agreed delivery plan or Statement of Work referenced by the Order Form; and
4. these Service Terms and any service-specific schedules in Appendix A and Appendix B.

3.2 Where the Buyer and ADVANTIQ agree any variations, they must be documented in writing in accordance with the Call-Off Contract (for example, using the CCS variation form where applicable).

4. Provision of the Services

4.1 We will provide the Services with reasonable skill and care and in accordance with good industry practice.

4.2 We will deliver the Services as described in the Service Definition and Order Form. Any dates or timescales we provide are estimates unless expressly stated otherwise in the Order Form.

4.3 The Buyer is responsible for providing timely decisions, access, information and cooperation that we reasonably require to deliver the Services.

4.4 If delivery is delayed or materially impacted due to Buyer acts or omissions (including delays in providing access, approvals, or information), the parties will agree a revised plan and (where applicable) the impact on Charges in accordance with the Call-Off Contract change control process.

5. Change control

5.1 Changes to scope, Deliverables, service levels, or timelines must be agreed through the Call-Off Contract change control process. Where we are asked to provide an estimate for a change, we will do so in writing.

6. Charges, invoicing and payment

6.1 Charges and payment terms are as set out in the Call-Off Contract and the Order Form. Unless otherwise agreed in the Order Form, we will invoice monthly in arrears for time and materials services and in advance for subscription Charges.

6.2 Reasonable and pre-agreed expenses (for example, travel required by the Buyer) may be charged where permitted by the Call-Off Contract and specified in the Order Form.

7. Service levels and support

7.1 Where service levels apply, they will be specified in the Order Form and/or the relevant Service Schedule (Appendix A for Tenant-deployed SaaS and Appendix B for Cloud Support).

7.2 If service credits or other remedies apply for failure to meet service levels, they will be set out in the Call-Off Contract (including Call-Off Schedule 14 (Performance Levels)) and/or the Order Form.

7.3 Support channels, hours and response targets (where applicable) are described in Appendix A and Appendix B and may be tailored in the Order Form.

8. Data protection and information security

8.1 The parties will comply with applicable Data Protection Laws, including the UK GDPR and the Data Protection Act 2018.

8.2 Unless otherwise stated in the Order Form, the Buyer is the Controller of Personal Data and ADVANTIQ acts as Processor when processing Personal Data on the Buyer's behalf to provide the Services.

8.3 We will process Personal Data only on documented instructions from the Buyer (including as set out in the Order Form and Call-Off Contract) and will ensure that persons authorised to process Personal Data are bound by appropriate confidentiality obligations.

8.4 We will implement appropriate technical and organisational measures to protect Personal Data and Client Data. Details of the applicable security approach (including any standards or certifications) will be set out in the Service Definition and/or the Order Form.

8.5 If we become aware of a Personal Data breach or security incident affecting Client Data, we will notify the Buyer without undue delay and provide information and reasonable assistance in line with the Call-Off Contract.

8.6 We will not appoint sub-processors to process Personal Data for the Services except as permitted by the Call-Off Contract and the Order Form. Where the Call-Off Contract requires notices or approvals for sub-processor changes, we will follow that process.

9. Confidentiality, transparency and freedom of information

9.1 Each party will protect the other party's Confidential Information in accordance with the Call-Off Contract.

9.2 The Buyer may be subject to transparency obligations and freedom of information legislation (including the Freedom of Information Act 2000 and Environmental Information Regulations 2004). Where the Buyer receives a request relating to the Services, the Buyer will handle the request in accordance with its legal duties. We will provide reasonable assistance where requested and where lawful.

9.3 The parties may identify information as commercially sensitive in accordance with the Call-Off Contract (for example, Joint Schedule 4 (Commercially Sensitive Information)).

10. Intellectual property

10.1 Intellectual property rights are allocated in accordance with the Call-Off Contract. Unless otherwise stated in the Order Form:

- we retain ownership of our pre-existing materials, tools, methods, software, and know-how used to provide the Services (our "Background IPR");
- the Buyer retains ownership of Buyer systems, Buyer data, and Buyer materials (the Buyer's "Background IPR"); and
- the Buyer will own (or receive the benefit of) Deliverables created specifically for the Buyer, subject to our Background IPR and any third party rights.

10.2 Where the Services include Tenant-deployed SaaS, the Buyer's rights to use the software are a licence or subscription right as described in Appendix A and the Order Form.

11. Third party services and dependencies

11.1 Some Services depend on Third Party Services. Third Party Services are provided under the relevant third party's terms and service levels, and any remedies are limited to those provided by the third party, except where the Call-Off Contract provides otherwise.

11.2 The Buyer is responsible for procuring and maintaining any third party licences, subscriptions, or cloud resources that the Order Form assigns to the Buyer.

12. Warranties

12.1 We warrant that we will provide the Services with reasonable skill and care. Any additional warranties are as set out in the Call-Off Contract and, where applicable, Appendix A.

13. Liability

13.1 Liability between the parties is governed by the Call-Off Contract. Nothing in these Service Terms excludes or limits liability that cannot be excluded or limited by law.

13.2 We are not responsible for issues caused by: (a) Buyer systems or Buyer-managed cloud environments; (b) Third Party Services; or (c) Buyer's failure to follow reasonable instructions or prerequisites set out in the Order Form or Documentation, except to the extent the Call-Off Contract provides otherwise.

14. Term, suspension and termination

14.1 The term of the Services and any termination rights are as set out in the Call-Off Contract and the Order Form.

14.2 If the Buyer fails to pay undisputed Charges in accordance with the Call-Off Contract, we may suspend the affected Services in accordance with the Call-Off Contract. We will only suspend where permitted and will give the notices required by the Call-Off Contract.

15. Exit management

15.1 Exit and transition assistance (including data export and handover) will be provided in accordance with the Call-Off Contract (including Call-Off Schedule 10 (Exit Management)) and the relevant Service Schedule. Where the Buyer requests additional exit support, this will be agreed and charged in accordance with the Order Form.

16. Subcontractors

16.1 We may use subcontractors to provide parts of the Services where permitted by the Call-Off Contract. We remain responsible for the performance of our subcontractors in accordance with the Call-Off Contract.

17. Personnel and Buyer policies

17.1 Where Services are delivered on Buyer premises or with access to Buyer systems, our personnel will comply with the Buyer's reasonable security and site policies (provided the Buyer supplies those policies in advance).

18. General

18.1 These Service Terms are governed by the law specified in the Call-Off Contract (or, if not specified, the law of England and Wales).

18.2 Notices must be given in the manner and to the addresses specified in the Order Form and Call-Off Contract.

18.3 This document does not create a partnership or joint venture between the parties.

Appendix A – Tenant-deployed SaaS (Lot 2b) service schedule

A1. Scope

A1.1 This schedule applies where the Order Form includes Tenant-deployed Software as a Service (“Tenant-deployed SaaS”). Tenant-deployed SaaS means software supplied by ADVANTIQ that is deployed into, and operated within, the Buyer’s cloud tenant (or other Buyer-controlled environment) as described in the Service Definition and Order Form.

A1.2 Where the Buyer’s environment is used to host or run the software, the Buyer is responsible for the underlying cloud subscription, networking, identity and access management, and any cloud resources not expressly provided by ADVANTIQ.

A2. Provisioning and access

- We will provide installation and configuration instructions suitable for the Buyer’s environment.
- The Buyer is responsible for granting the access we reasonably require to deploy and support the software.
- User access and permissions will be managed by the Buyer unless otherwise agreed in the Order Form.
- We may provide deployment scripts, templates, or automation to support installation and upgrades.

A3. Updates and changes

- We may provide updates, patches and new releases during the term, as described in the Service Definition.
- Updates that require Buyer action (for example, platform prerequisites) will be notified in advance where practicable.
- Any material changes to scope or service levels must be agreed via change control.
- The Buyer may choose when to apply updates, unless urgent security fixes are required.

A4. Support

A4.1 Support arrangements (channels, hours and response targets) will be set out in the Service Definition and/or Order Form. Where a support desk is included, Appendix B (Cloud Support) may also apply.

A5. Availability

A5.1 As Tenant-deployed SaaS runs in the Buyer’s environment, overall service availability depends on the Buyer’s chosen hosting platform and configuration. Where we commit to availability measures, these will be stated in the Order Form and will apply only to components within our control.

A6. Data, backups and retention

- The Buyer controls the location of Client Data where hosted in the Buyer’s tenant.
- Backup and disaster recovery responsibilities will be allocated in the Order Form.
- On request, we will provide reasonable guidance on backup configuration and restore testing.

- Data retention and deletion will be performed in accordance with the Buyer's instructions and the Call-Off Contract.

A7. Exit and portability

- At contract end, the Buyer may retain the deployed software artefacts in its tenant, subject to licence terms.
- Where applicable, we will provide export of Buyer data in a commonly used format.
- Exit assistance beyond standard handover will be provided at the Buyer's request and charged as agreed.

Appendix B – Cloud Support (Lot 3) service schedule

B1. Scope

B1.1 This schedule applies where the Order Form includes Cloud Support Services. Cloud Support Services may include advisory, design, delivery, assurance, and operational support activities to help the Buyer adopt, implement, or improve cloud services, as described in the Service Definition and Order Form.

B2. Delivery model

- Services may be delivered remotely, on Buyer premises, or a mix of both.
- Work is normally delivered on a time and materials basis unless the Order Form specifies fixed price.
- Deliverables (where applicable) will be set out in the Order Form with acceptance criteria.
- The Buyer will provide timely access to stakeholders and systems where required.

B3. Service requests and ticketing (where included)

- Where ongoing support is included, the Buyer may raise requests via the agreed support channels.
- We will classify and prioritise requests in line with the agreed severity definitions.
- If a request is blocked pending Buyer input for 14 days, it may be closed.

B4. Hours and out-of-hours

B4.1 Standard support hours and any out-of-hours arrangements will be set out in the Order Form. Where out-of-hours services are requested, additional Charges may apply if stated in the Order Form.

B5. Service levels (where included)

B5.1 If response and update targets apply, the default targets in Appendix B1 may be used unless the Order Form states otherwise.

Appendix B1 – Default incident response targets (unless varied in the Order Form)

Priority	Description (summary)	Initial response target	Update frequency
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P1	Critical service unavailable or severe operational impact	1 hour	Every 4 hours
P2	High impact to a major function, no reasonable workaround	2 hours	Every 8 hours
P3	Medium impact, workaround available	2 business days	Weekly
P4	Low impact, advice or minor issue	6 business days	Fortnightly

B6. Exclusions

- Diagnosis of issues caused solely by Buyer-managed infrastructure or configuration.
- Support for third party software unless expressly included in the Order Form.
- Training, unless expressly included in the Order Form.
- Rectification of data issues caused by Buyer processes or third parties.

B7. Travel and expenses

B7.1 Where on-site attendance is required by the Buyer, any travel and expenses will be agreed in advance and charged only where permitted by the Call-Off Contract and specified in the Order Form.

B8. Contacts

B8.1 Buyer and ADVANTIQ contact details for notices and day-to-day delivery will be set out in the Order Form.