SCL DIGITAL
ARCHITECT YOUR FUTURE

G-CLOUD 15 • LOT 3 • CLOUD SUPPORT SERVICES

Solution Architecture Consultancy

Service-specific terms for secure, scalable and connected cloud solution architecture.

TERMS & CONDITIONS 2026

RM1557.15 | SCL Digital | www.scldigital.co.uk | hello@scldigital.co.uk

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01 STATUS, PRECEDENCE AND APPLICATION

These service-specific terms describe the commercial and delivery basis for the SCL Digital service identified on the cover. They are intended to be read with the applicable G-Cloud 15 call-off contract and its selected schedules.

Framework precedence. G-Cloud 15 (RM1557.15) is governed by GCA framework documents. The GCA states that the core terms form part of the framework and call-off contracts and cannot be changed. Where these service-specific terms conflict with a binding framework or completed call-off contract, the framework/call-off contract takes precedence.

Service-specific scope. The service definition, completed order form, call-off tender (where applicable), pricing details and any selected schedules together define the contracted service.

02 SERVICE SCOPE AND DELIVERY

Solution architecture discovery and design Included where agreed in the applicable service scope, order form or delivery plan.	**High-Level and Low-Level Design outputs where agreed** Included where agreed in the applicable service scope, order form or delivery plan.
Cloud-native, hybrid and integration architecture Included where agreed in the applicable service scope, order form or delivery plan.	**Security-by-design and NCSC-aligned architectural advice** Included where agreed in the applicable service scope, order form or delivery plan.
Vendor-neutral technical appraisal and proof-of-concept oversight Included where agreed in the applicable service scope, order form or delivery plan.	**Architecture governance and Design Authority participation where agreed** Included where agreed in the applicable service scope, order form or delivery plan.

SCL Digital will deliver the service using suitably qualified personnel and agreed delivery methods. Specific deliverables, milestones, dependencies, working arrangements and acceptance criteria will be recorded in the applicable order form, statement of requirements or agreed delivery plan.

03 BUYER RESPONSIBILITIES

- Provide clear business and technical requirements and timely stakeholder access
- Provide relevant architecture, security and service documentation
- Provide secure access to agreed environments and information
- Sponsor and fund any required higher security clearance
- Review and provide decisions, approvals and feedback within agreed timescales

Delays caused by unavailable Buyer information, access, decisions, approvals, security sponsorship or dependencies may require the delivery plan to be re-baselined. Any resulting commercial impact will be managed through the applicable change-control process.

04 DELIVERABLES AND ACCEPTANCE

Architecture principles and decision records Provided where included in the agreed service scope and delivery plan.	**Target solution architecture and design artefacts** Provided where included in the agreed service scope and delivery plan.
Integration and interoperability patterns Provided where included in the agreed service scope and delivery plan.	**Security and assurance considerations** Provided where included in the agreed service scope and delivery plan.

Implementation or transition roadmaps where included in the agreed scope Provided where included in the agreed service scope and delivery plan.	

Unless the applicable call-off states otherwise, deliverables are advisory and architectural outputs. The Buyer remains responsible for its internal governance, operational decisions, implementation decisions and final approvals.

05 FEES, INVOICING AND EXPENSES

• Services may be delivered on a Time & Materials or Fixed Price basis where specified in the applicable order form.

• SFIA-based rates and any agreed fixed-price charges are exclusive of VAT unless expressly stated otherwise.

• Invoices will be issued and paid in accordance with the applicable call-off contract and agreed payment terms.

• Pre-approved travel, accommodation or other expenses, where applicable, will be handled in accordance with the call-off contract.

• No third-party licence, cloud consumption, software subscription or infrastructure charge is included unless expressly stated.

06 SECURITY, CONFIDENTIALITY AND DATA PROTECTION

• Both parties will comply with the security, confidentiality and information-handling requirements applicable to the call-off contract.

• SCL Digital will use appropriate technical and organisational measures for Buyer information within its control.

• Security classifications, access requirements, vetting and environment controls will be agreed before access is granted.

• Where personal data processing is required, the applicable G-Cloud data-processing provisions and call-off arrangements will apply.

• Buyer-sensitive information will be returned, deleted or retained only as required by the contract, law or agreed records-retention requirements.

07 INTELLECTUAL PROPERTY AND USE OF DELIVERABLES

Intellectual property rights are governed by the applicable G-Cloud call-off arrangements and selected schedules. SCL Digital retains ownership of its pre-existing materials, methods, templates, know-how and reusable intellectual property unless the contract expressly provides otherwise.

The Buyer will receive the rights necessary to use contracted deliverables for the purposes specified in the applicable call-off contract. Any third-party intellectual property remains subject to its own licence terms.

08 CHANGE CONTROL AND DEPENDENCIES

• Changes to scope, deliverables, assumptions, resources, dates or dependencies should be documented and agreed through the applicable call-off change process.

• SCL Digital will not be required to perform material additional work outside the agreed scope without an agreed commercial and delivery basis.

• Where a Buyer dependency changes, the parties will work together to agree a reasonable revised delivery plan.

09 SERVICE EXCLUSIONS

• Hands-on DevOps engineering, coding or live system configuration unless separately contracted

• Provision of third-party software licences, cloud credits or infrastructure

• Responsibility for Buyer operational decisions or final architectural approval

10 SUPPORT, GOVERNANCE AND COMMUNICATION

• Standard advisory support is provided during the service hours stated in the relevant service definition or call-off.

• Project communications may use agreed email, telephone and secure digital collaboration channels.

• Governance meetings, Design Authority participation, service reviews and escalation routes will be agreed for the engagement.

• Any enhanced or out-of-hours support must be expressly agreed in the call-off or a documented change.

11 WARRANTIES, LIABILITY AND PROFESSIONAL STANDARD

SCL Digital will perform the services with reasonable skill and care consistent with the professional standard applicable to the services. The parties' liability, indemnities, warranties, exclusions and limitations are governed by the applicable G-Cloud 15 framework and call-off contract and are not replaced by this service-specific document. Nothing in these service-specific terms excludes or restricts any liability, obligation or remedy to the extent that it cannot lawfully be excluded or restricted.

12 TERMINATION AND EXIT

- Termination rights and notice requirements are governed by the applicable G-Cloud 15 call-off contract.
- On termination or expiry, SCL Digital will provide the agreed exit information and deliverables in accordance with the contract.
- The Buyer will pay all properly due charges for services performed up to the effective termination date, subject to the applicable contract terms.
- Knowledge transfer, return or deletion of Buyer information and other exit activities will follow the agreed exit arrangements.

13 BUSINESS CONTINUITY AND RESILIENCE

Where business continuity or disaster recovery requirements apply, the relevant G-Cloud call-off schedule and the service-specific delivery plan will define the required controls, responsibilities, recovery expectations and testing arrangements.

14 SUBCONTRACTING AND PERSONNEL

SCL Digital may use personnel and approved subcontractors in accordance with the applicable G-Cloud framework and call-off requirements. SCL Digital remains responsible for the performance of the contracted service to the extent required by the applicable contract.

15 G-CLOUD 15 FRAMEWORK ALIGNMENT

G-Cloud 15 (RM1557.15) is an open framework for cloud-based services. Lot 3 covers cloud support services to help set up and maintain cloud software, hosting, infrastructure and platform services. The applicable framework documents and call-off schedules govern each purchase.

Important: This SCL Digital document is a service-specific commercial and delivery summary. It is not a replacement for the official GCA G-Cloud 15 General Terms, order form or applicable call-off schedules.

16 SERVICE-SPECIFIC SCHEDULE

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Service-specific terms for secure, scalable and connected cloud solution architecture.

Service focus	Service keywords
Service-specific terms for secure, scalable and connected cloud solution architecture.	Solution Architecture · Cloud Design · Integration · Security by Design · Architecture Governance

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