

Service Terms and Conditions

G-Cloud 15 – Lot 3 Cloud Support Services

Supplier: PLM Partnership Ltd

Framework: G-Cloud 15 (RM1557.15)

Delivered By

PLM Partnership Ltd

27/01/2026

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PLM Partnership Ltd is a registered company in England and Wales,
Registered Company Number: 11515411
with registered address at 25 Westend Courtyard,
Grove Lane, Stonehouse, Gloucestershire, England, GL10 3FA

Document Control

Change History

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Table of Contents

Document Control	1
Change History	1
Document Circulation	1
Table of Contents	2
Purpose and Scope	3
Order of Precedence	4
Service Delivery Basis	4
Buyer Responsibilities.....	5
Change Control.....	5
Intellectual Property.....	5
Confidentiality and Data Protection	6
Security and Personnel	6
Third-Party Dependencies	6
Termination and Exit	6
Governing Law.....	6

Purpose and Scope

These Terms and Conditions apply to services provided by PLM Partnership Ltd under the G-Cloud 15 framework (RM1557.15), Lot 3 – Cloud Support Services.

These Terms and Conditions supplement the G-Cloud Call-Off Contract and apply to all services purchased by the Buyer from PLM Partnership Ltd under this framework unless otherwise agreed in writing.

Order of Precedence

In the event of any conflict, the order of precedence shall be:

1. The G-Cloud Call-Off Contract (including any Call-Off Schedule)
2. The relevant Service Definition document
3. These Terms and Conditions
4. The Supplier's Service Pricing document

Nothing in these Terms and Conditions shall override or vary the terms of the G-Cloud Call-Off Contract.

Service Delivery Basis

Services are delivered on a consultancy-led basis by PLM Partnership Ltd using appropriately skilled personnel.

Unless otherwise agreed, services are delivered remotely during UK business hours, Monday to Friday. On-site delivery may be provided by agreement.

Services may be delivered on a time and materials basis or a fixed price basis, depending on the nature of the engagement. Fixed price delivery is only available where the Buyer has a well-defined and agreed scope, requirements, assumptions, and acceptance criteria established upfront.

Buyer Responsibilities

The Buyer is responsible for:

- Providing timely access to systems, environments, documentation, and relevant stakeholders
- Ensuring appropriate licences, hosting, and infrastructure are in place
- Making decisions and providing feedback within agreed timescales
- Ensuring compliance with internal governance and security requirements

Delays or issues arising from Buyer dependencies may impact delivery timelines.

Change Control

Any changes to the agreed scope, delivery approach, or assumptions shall be managed through an agreed change control process. Changes may result in adjustments to delivery timelines, effort, or cost.

Intellectual Property

Unless otherwise agreed, all pre-existing intellectual property remains the property of the respective party.

Any deliverables produced as part of the services shall be treated in accordance with the intellectual property provisions of the G-Cloud Call-Off Contract.

Confidentiality and Data Protection

Both parties shall comply with the confidentiality and data protection obligations set out in the G-Cloud Call-Off Contract.

PLM Partnership Ltd will only access Buyer data where necessary for service delivery and will not retain Buyer data beyond contractual or legal requirements.

Security and Personnel

PLM Partnership Ltd applies appropriate organisational and technical security controls. Access to Buyer systems is limited to what is necessary for service delivery and is removed when no longer required.

Personnel can be screened to Developed Vetting (DV) or higher where required by the Buyer.

Third-Party Dependencies

The Supplier is not responsible for the performance, availability, or actions of third-party software, hosting providers, or suppliers not under its direct control.

Termination and Exit

Termination rights and exit arrangements are governed by the G-Cloud Call-Off Contract.

On termination or expiry of services, PLM Partnership Ltd will provide reasonable assistance with knowledge transfer and orderly disengagement as agreed.

Governing Law

These Terms and Conditions are governed by and construed in accordance with the governing law specified in the G-Cloud Call-Off Contract.