

Guidehouse – Lot 3 Cloud Support

Overarching Terms & Conditions (Service-Specific Addendum)

This document is an addendum and clarification to the **CCS General Terms (CCS-General-Terms-RM1557.15-v1.0)** and must be read alongside them. Nothing in this document replaces, overrides, or contradicts any clause contained within the CCS General Terms.

1. Purpose and Relationship to CCS General Terms

These Terms & Conditions (T&Cs) apply to all Guidehouse Lot 3 Cloud Support services listed on the G-Cloud 15 framework. They:

- Clarify how Guidehouse delivers the services described in its Lot 3 Service Definitions.
- Operate **only as service-specific terms** and **do not modify CCS General Terms**, including but not limited to: liability caps, indemnities, IPR, data protection, payment terms, audit, termination rights, and subcontracting.

2. Scope of Services

These T&Cs apply to the following Guidehouse Lot 3 services:

1. Cloud Financial Management Services
2. Cloud Migration Planning Services
3. Managed Cloud Services
4. Ongoing Support Services
5. Security Services
6. Setup & Migration Services

The scope for each service is defined within its corresponding Service Definition document.

3. Roles & Responsibilities

3.1 Supplier Responsibilities

Guidehouse will:

- Deliver all services with reasonable skill and care, following Good Industry Practice.
- Provide personnel vetted to **BS7858:2019** and up to **SC clearance**, where required by the Buyer.
- Allocate qualified resources appropriate to the service engaged.
- Cooperate with Buyer stakeholders and third-party suppliers.
- Provide services in line with security, privacy, and compliance requirements.
- Maintain internal quality controls without conflicting with CCS General Terms.

3.2 Buyer Responsibilities

The Buyer will:

- Provide necessary access to environments, systems, and stakeholders.
- Supply accurate and timely information.
- Confirm decisions and approvals within reasonable timeframes.
- Ensure prerequisites such as cloud provider access, permissions, and tooling availability.

4. Service Delivery & Service Management

4.1 Onboarding

Guidehouse will provide:

- A startup workshop
- A delivery plan and communications structure
- Risk and dependency capture

4.2 Service Management

Service delivery will include:

- Regular status updates
- RAID management

- Performance reporting
- Progress reviews as required under CCS audit and reporting obligations

5. Support, SLAs, and Incident Management

Support is provided via:

- Email
- Ticketing
- Phone (09:00–17:00 UK time, Mon–Fri)

5.1 Incident Priority Levels

Priority	Response Time	Resolution Target
P1 Critical	1 hour	4–8 hours
P2 High	4 hours	1–2 business days
P3 Medium	1 business day	3–5 business days
P4 Low	2 business days	As agreed / future release

5.2 Support Levels

Guidehouse offers Standard, Enhanced, and Premium support tiers, aligned with ITIL practices.

6. Constraints and Dependencies

Constraints (common across all services):

- Dependencies on Buyer-supplied information
- Access to Buyer systems, environments, and data
- Third-party product limitations
- Change requests (not included unless agreed via variation)

Per submission, Guidehouse declares no intrinsic service constraints.

7. Security & Data Protection

Guidehouse will:

- Adhere to Buyer security requirements, NCSC principles, ISO 27001, and public-sector guidelines.
- Confirm that Supplier personnel meet necessary vetting requirements.
- Comply strictly with CCS General Terms on data protection, including all clauses on Government Data, security breaches, erasure, restoration, access controls, and indemnities.

8. Subcontracting

Guidehouse is **not a reseller** under this Lot.

Any subcontracting will follow CCS rules and will not involve suppliers on the debarment list.

9. Service Exclusions

Unless explicitly included in a Call-Off Contract, the following are excluded:

- Cloud provider licensing or subscription costs
- Hardware or physical infrastructure
- Software resale
- Custom software development
- 24/7 support (unless part of Premium tier)
- Buyer's internal approval processes or organisational change management

10. Pricing & Charging

Pricing for Lot 3 services is based on day rates submitted via the Digital Platform and must meet CCS price rules.

All pricing is exclusive of VAT and travel/subsistence costs.

No terms in this document alter CCS pricing, invoicing, or management charge requirements.

11. Intellectual Property Rights (IPR)

Guidehouse fully accepts CCS IPR provisions. No alternative IP regime applies.

Where Guidehouse produces deliverables:

- Buyer receives rights as defined by CCS General Terms
- Pre-existing Guidehouse methodologies remain Guidehouse IPR

12. Termination & Escalation

Termination, rectification, and escalation procedures follow CCS General Terms exactly and are not amended by this document.

Guidehouse will participate in all required rectification planning, escalation meetings, and transition/handover activities as set out in CCS schedules.

13. Compliance & Standards

Guidehouse adheres to required standards including BS7858:2019, SC clearance, and applicable public-sector security frameworks.

14. Document Control

This T&Cs Addendum is intended for use across all Lot 3 service listings on the G-Cloud 15 framework. It must be read with:

- CCS General Terms (RM1557.15-v1.0)
- Framework Schedules
- Individual Service Definitions
- Call-Off Contract terms

No provision in this document creates a conflict with CCS General Terms.