

Angel Solutions – Pendulum Service Terms (G-Cloud 15)

Version: 1.2 | Date: January 2026 | Supplier: Angel Solutions Ltd

1. Relationship to the Call-Off Contract

These Service Terms form part of the Call-Off Contract for the purposes of the G-Cloud Framework. In the event of any conflict, the Call-Off Contract (including the Order Form and Framework Schedules) shall take precedence.

2. Services

Angel Solutions Ltd will provide the Services as described in the applicable Service Description published on the Digital Marketplace, together with any agreed Optional Services set out in the Order Form.

3. Charges and Payment

Charges are payable in accordance with Framework Schedule 3 (Pricing) and the Order Form. All Charges are exclusive of VAT unless otherwise stated. No variation to Charges shall apply unless agreed in writing through a contract change.

4. Term

The Call-Off Contract shall run for the Initial Term stated in the Order Form (minimum 12 months) and may be extended in accordance with the Call-Off Contract provisions, up to the maximum term permitted under the Framework.

5. Support and Service Levels

Support is provided during UK business hours in accordance with the Service Description and the Call-Off Contract.

6. Data Protection

Each party shall comply with its obligations under UK GDPR and the Data Protection Act 2018. Data processing arrangements are governed by the Call-Off Contract.

7. Platform Access (Nexus and NCER)

The Services are delivered as modules within the Nexus platform, which is designed, built, hosted and operated by Angel Solutions. Nexus is accessed by local authorities through their membership of the NCER consortium.

Access to the Services is therefore contractually dependent on the Customer maintaining NCER membership. NCER membership governs entitlement to platform access only and does not limit or affect Angel Solutions' obligations under the Call-Off Contract.

8. Termination and Exit

Termination rights are as set out in the Call-Off Contract. On expiry or termination, Angel Solutions will provide reasonable exit assistance and data export in accordance with the Call-Off Contract and the Service Description.

9. Framework Rights

Nothing in these Service Terms limits or reduces the Authority's rights or remedies under the Framework Agreement or the Call-Off Contract.