



Crown
Commercial
Service

KJL Group Service Terms (Non-Contractual)

G-Cloud 15

Framework Ref: RM1557.15

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Kevin James Limited

G-Cloud 15 Lot 3 Cloud Support Services

Service Terms (Non-Contractual)

1. Service Overview

The Service Terms apply to the supply of Cloud Support Services aligned with Framework Schedule 1 related to Lot 3 Cloud Support Services and relevant Call-Off Schedules. These Service Terms describe how the Services will be delivered and do not replace or amend the Public Sector Contracts Core Terms and Joint Schedules.

The services and support we deliver also align with ISO 9001, ISO 14001, ISO 27001, Cyber Essentials and Cyber Essentials Plus standards and certifications. KJL Group deliver professional and consultancy services that can support public sector organisations to plan, migrate, configure, secure, test, train and operate cloud solutions.

Buyers are responsible for ensuring that the Service meets their requirements prior to entering into a Call-Off Contract.

2. Service Description

In line with our Service Definition and Framework Schedule 1 (6.1) the buyer will have access to the following services:

- Managed Cloud
- Cloud Financial Management
- Cloud Migration Planning
- Set Up and Migration
- Security Services
- Training
- Ongoing Support

3. Service Inclusions

In-Scope

- Discovery & Strategy: cloud readiness assessment, business case, migration roadmap, risk register.
- Architecture & Landing Zone: design of secure, policy-compliant reference architectures (IaaS/PaaS/SaaS), landing zones, guardrails.
- Migration & Implementation: re-host/re-platform/re-factor.
- Setup & Configuration: networking, identity & access, monitoring/observability, backup & disaster recovery.
- Security & Assurance: compliance controls, security testing, and assurance activities.
- Quality & Performance Testing: functional, non-functional, resilience and performance testing.
- Managed Operations: ITIL-aligned incident, change, problem management with SLAs.
- FinOps & Optimisation: cost management, reservation planning, utilization, analysis, and savings backlogs.



- Training & Knowledge Transfer: role-based training.
- Governance & Policy Alignment: CCS framework compliance, MI reporting support, audit support.
- Exit & Transition: exit planning, data portability/export, knowledge transfer, and service continuity.

4. Service Exclusions

The service excludes on-premises hardware support, software licensing, bespoke software development, hosting or platform provision, penetration testing, regulatory sign-off responsibilities, 24/7 support unless otherwise agreed.

These services are excluded unless separately agreed within the Call-Off Contract with the Buyer.

5. Roles & Responsibilities

Supplier Responsibilities – Cloud Platform Support Services (G-Cloud 15 Lot 3)

Service Delivery & Governance

- Deliver Cloud platform support services in accordance with the G-Cloud Framework, Call-Off Contract and the published G-Cloud listing
- Appoint a named Lead responsible for day-to-day service delivery, escalations and communication
- Adhere to agreed governance arrangements, including service reviews, progress meetings and reporting cycles

Cloud Platform Support Services Configuration, Management & Technical Support

- Configure, support and maintain Cloud platform resources that fall within the agreed service scope, which may include:
 - Virtual Machines, App Services, Storage Accounts, SQL/Cloud platform Databases
 - Active Directory/Entra ID configuration
 - Virtual Networks, Firewalls, NSGs, routing, peering
 - Monitoring, logging, backup and business continuity
 - Security hardening aligned with Microsoft best practice
- Provide Level 2/3 Cloud platform technical support; troubleshooting, incident resolution, configuration assistance, optimisation guidance
- Maintain accurate documentation, configurations and operational procedures

Change Management

- Implement changes through an agreed change management process
- Provide technical impact assessments for proposed changes
- Maintain an audit trail of changes, approvals and outcomes



Monitoring, Alerting & Incident Management

- Configure and maintain monitoring, alerts, log analytics, and dashboards
- Respond to incidents within the SLA agreed in the Order Form and progress them through to restoration of service
- Liaise with third parties on behalf of the Buyer where applicable

Security, Compliance & Identity

- Apply Cloud platform security best practices including:
 - Conditional Access policies
 - MFA and identity hardening
 - Role-Based Access Control (RBAC)
 - Zero Trust-aligned configurations
- Notify Buyer promptly of any suspected or confirmed security incidents.
- Support alignment with the Buyer's security policies and compliance requirements

Cost Management & Optimisation (FinOps)

- Provide ongoing cost analysis reports
- Identify cost-saving actions and support tagging standards

Knowledge Transfer & Documentation

- Deliver knowledge transfer sessions as agreed
- Update technical and operational documentation following major changes
- Ensure the Buyer's team can operate independently if required

Collaboration with Third Parties

- Collaborate with the Buyer's chosen suppliers and cloud platform representatives
- Communicate dependencies clearly to avoid delays

Responsibilities During Onboarding & Exit

- Support onboarding: environment assessment, access provisioning, service readiness
- Provide full handover documentation and support at exit
- Do not retain access post-contract

Exclusions

- Licences, subscriptions, hosting (Lot 1 responsibility)
- Bespoke software development
- End-user device support or general IT helpdesk services
- Penetration testing or CREST-accredited assessments
- Acting as the Buyer's DPO or providing regulatory sign-off



- 24/7 support unless specified
- On-premises hardware installation or physical datacentre work

Buyer Responsibilities – Cloud Platform Support Services (G-Cloud 15 Lot 3)

- Provide suitable ICT infrastructure, network connectivity, and resources
- The Buyer acknowledges responsibilities under the Shared Responsibility Model applicable to the service type (IaaS, PaaS, SaaS)
- Comply with applicable laws, policies, and government standards
- Provide accurate Statement of Requirements
- Manage user accounts, roles, permissions, authentication
- Monitor usage and financial commitments
- Cooperate in Exit Plan execution and data extraction
- Maintain data protection and information governance obligations
- Ensure internal readiness, training, and adoption

6. Service Levels (Aligns to Call-Off Schedule 14)

Response & Resolution Times

All service levels are indicative only and become contractually binding only when agreed in the Call-Off Contract and Call-Off Schedule 14.

Metric	Illustrative Target	Notes
P1 Incident Response	30 minutes	*Mon-Fri (Sat AM) managed services
Availability (Managed Ops)	99.9%+	Service scope dependent
Change Window Lead Time	*2 business days	Standard changes
Monthly Optimisation Review	Every 30 days	Data driven
* Subject to bank holidays		

Incident management

KJL Group manage incident through a four-stage Incident Response plan:

- Preparation
- Detection & Analysis
- Containment, Eradication & Recovery
- Post-Incident Activity - report within 3 months

Support Availability Details

Support is available through email and/or online ticketing from Monday - Friday:

- P1: within 30 minutes
- P2: within 1 hour
- P3: within 4 hours
- Saturday: from 08:30 until 13:00



Users can communicate and manage the status and priority of their support tickets through KJL Group's ITSM. Online ticketing support conforms to accessibility WCAG 2.2 AA.

Service Availability

- 99.9% availability per calendar month, excluding Planned Downtime and Permitted Emergency Maintenance
- Planned Downtime: 5 working days' notice, outside core hours if possible
- Emergency Maintenance: immediate action for critical issues
- Unplanned Downtime: respond per SLA, provide status updates, post-incident review on request

7. Security Controls (Aligns to Call-Off Schedule 9)

- Access Control: RBAC, MFA, logged and monitored administrative access
- Operations Security: MDR, patch management, malware protection
- Data Protection and Retention: logging and monitoring
- Change Management Policy
- Disaster Recovery and Incident Response plans
- Third Party Supplier Policy

8. Personnel Vetting (Aligns to Call-Off Schedule 18)

Staff vetting and background screening as per Call-Off Schedule 18 – Background Checks.

9. Onboarding & Offboarding (Aligns to Call-Off Schedule 10)

Aligned with the Exit Management (Call-Off Schedule 10) on entering a contract with the buyer.

10. Data Protection (Aligns with Joint Schedule 10 - Processing data)

Data protection obligations for this Service shall be governed by the provisions set out in Joint Schedule 10 – Processing Data of the Public Sector Contract, including all requirements contained in Annex 1 (Processing Personal Data). These provisions take precedence over any Supplier terms in the event of conflict. Where the Supplier processes Personal Data on behalf of the Buyer, the Supplier acts as a Data Processor unless otherwise stated in the Call-Off Contract.

11. Pricing Notes (Aligns with Call-Off Schedules 3 & 5)

Pricing is determined in accordance with the Price Document submitted under the G-Cloud 15.

12. The Order of Precedence

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

- Customer's Call-Off Contract (including Order Form)
- The applicable Call-Off Schedules
- Public Sector Contract Joint Schedules
- Public Sector Contract Core Terms
- G-Cloud 15 Framework Agreement (RM1557.15)
- These Supplier Service Terms (Non-Contractual)



Note: These Service Terms (Non-Contractual) are provided for information only and have no contractual effect.

13. Supplier Declaration

The Supplier confirms that these Service Terms (Non-Contractual) are consistent with the Supplier's G-Cloud 15 submission, including all pricing, service definitions, and compliance information. Where applicable, the provisions of the relevant Call-Off Schedules shall **supersede or supplement** these Service Terms (Non-Contractual).

Important: These Service Terms (Non-Contractual) do **not** form part of the legally binding Call-Off Contract. The legally binding agreement between the Parties consists solely of the Call-Off Contract, including the applicable Call-Off Schedules and the Public Sector Contract.

