



Terms & Conditions

Rutlen IT Ltd – Cloud Support Services Terms & Conditions

1. Parties

Supplier: Rutlen IT Ltd, Company No. 15515093, Registered at 87 Great Mistley, Basildon, Essex, SS16 4AZ.

Buyer: [Insert Buyer Legal Entity].

2. Background

Rutlen IT provides cloud contact centre integration and support services under G-Cloud 15 Lot 3 (Cloud Support).

This Addendum supplements the Public Sector Contract (PSC) and does not replace or override it.

3. Interpretation

Definitions, rules of interpretation and contractual precedence follow the PSC and applicable Call-Off Schedules

4. Service Provision

Rutlen IT provides Cloud Support services from the Effective Date, including configuration, integration, migration assistance and optimisation activities within the Buyer's AWS tenancy.

No managed service, monitoring or operational ownership is included.

5. Change Control

Changes will be documented using lightweight change notes agreed and signed by both parties, where required.

Where the Buyer selects PSC Schedule 15 (Governance), that Schedule applies.

6. Data Protection

- The Buyer acts as Controller and Rutlen IT acts as Processor, in accordance with the PSC Data Protection Schedule.
- Data residency defaults to the UK unless otherwise agreed in writing.
- Third-party processors used within the Buyer's tenancy include AWS and Amazon Connect.
- Rutlen IT holds valid Cyber Essentials certification and will maintain it throughout the Framework.

7. Charges

Fees are based on the Rutlen IT G-Cloud 15 Lot 3 Pricing Document and the DDaT-aligned rate card.

All pricing published on the Digital Marketplace is binding.

8. Support

Support is provided on a best-endeavours basis during standard hours (09:00–17:00 UK time).

Support contact: support@rutlenit.co.uk

Support phone: 01268 207308

No SLAs or uptime guarantees apply under Lot 3.

9. Intellectual Property Rights

IPR is governed by PSC Call-Off Schedule 1 (Key Provisions).

Rutlen IT retains ownership of its background IP.

10. Confidentiality

Both parties will maintain the confidentiality of information shared during the engagement, in accordance with the PSC.

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11. Indemnity

Indemnities apply as set out in the PSC.

No additional indemnities are introduced by this Addendum.

12. Liability

Liability is capped and governed by the PSC.

No additional liability terms are introduced.

13. Termination

Termination follows the PSC and applicable Call-Off Schedules.

Rutlen IT does not impose additional termination conditions.

14. Subcontracting

Rutlen IT does not use subcontractors for the delivery of any Cloud Support services under this G-Cloud 15 Lot 3 offering. All services are delivered directly by Rutlen IT personnel.

Should a Buyer request subcontracting for a specific Call-Off, this would only proceed with the Buyer's prior written agreement and in accordance with the PSC subcontracting provisions.

15. Notices

Notices must be issued in accordance with the PSC.

Supplier notice address: contracts@rutlenit.co.uk

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