

Social Telecoms CIC – G-Cloud 15 Lot 3: Cloud Support

Terms & Conditions

1. Definitions

1.1 **“Agreement”** means these Cloud Support Terms, the G-Cloud Call-Off Contract, the Order Form, and any incorporated Schedules.

1.2 **“Support Services”** means the cloud support, advisory, configuration, onboarding, enablement, training, optimisation and related services provided under Lot 3.

1.3 **“Customer”** means the contracting public sector body procuring services under G-Cloud Lot 3.

1.4 **“SaaS Services”** means any Social Telecoms SaaS procured under Lot 2b (8x8, Zoom, Hosted Telephony, HappyIoT).

1.5 **“Consultant”** means Social Telecoms personnel delivering Support Services.

1.6 **“Deliverables”** means documentation, configuration outputs, reports or artefacts produced during the Support Services.

1.7 **“Project”** means the engagement described in the Order Form or Statement of Work.

2. Scope of Lot 3 Support Services

Support Services may include the following activities, depending on the Customer’s requirements (Option C – Hybrid Model):

2.1 Core Cloud Support (All Platforms)

- Discovery and requirements gathering.
- Configuration of tenant settings, policies, workflows, user roles.
- Best-practice setup and optimisation consultancy.
- Data migration advice (non-tooling).
- Support desk and incident management for cloud support activities.

- Health checks, usage analytics, adoption monitoring.

2.2 HappyIoT-Specific Cloud Support

(software-only; *no hardware or installation*)

- Device registration and commissioning within the cloud platform.
- Tenant configuration, automation rule setup, alert tuning.
- API integration support.
- Dashboards, analytics and reporting configuration.
- User training & enablement.

2.3 UC/CCaaS Cloud Support (8x8, Zoom, Hosted Telephony)

- Tenant configuration, call routing logic, queue setup, IVR workflows.
- Role-based access configuration & security baselining.
- Analytics dashboards & reporting setup.
- Admin & end-user training.

2.4 Optional Support Packages

- Go-Live support.
- Post-deployment optimisation cycles.
- Business Change & Adoption support.
- Data export assistance (non-tooling).

2.5 Explicit Exclusions (Not permitted under G-Cloud)

- Hardware (IoT sensors, telephony devices, CCTV, network equipment).
 - Installation, physical surveys, cabling, retrofit work.
 - On-site engineering unless expressly allowed (G-Cloud allows support but not physical implementation).
 - Long-term outsourced IT operations.
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3. Relationship to Lot 2b SaaS Terms

3.1 Where Support Services relate to SaaS procured under Lot 2b, the corresponding SaaS Terms & Conditions continue to apply.

3.2 These Lot 3 Terms govern *professional services only*. They do **not** modify SaaS SLAs, warranties or limits.

3.3 Support Services do not change the scope, security model or features of any SaaS platform.

4. Customer Responsibilities

The Customer shall:

- Provide access to relevant systems, administrators and stakeholders.
 - Ensure availability of decision-makers during discovery and configuration phases.
 - Provide accurate data for configuration purposes.
 - Maintain responsibility for timely decisions, approvals and sign-offs.
 - Ensure that User accounts and permissions required for Support Services are provisioned.
 - Act upon recommendations and change requests.
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5. Supplier Responsibilities

Social Telecoms shall:

- Provide Support Services with reasonable skill and care.
 - Assign competent consultants with appropriate expertise.
 - Deliver agreed Deliverables as described in the Project scope.
 - Escalate risks, blockers or delays promptly.
 - Maintain confidentiality and comply with data protection requirements.
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6. Deliverables

Support Deliverables may include:

- Tenant configuration documentation.
- Training materials (slides, recorded sessions where permitted).
- Workflow diagrams or automation logic.
- Health check reports.
- Adoption dashboards or analytics summaries.

All Deliverables are provided on a non-exclusive basis, for Customer internal use.

7. Service Levels (Support-Only)

7.1 Response Times

- **P1 – Critical blocker to project delivery:** response within 2 business hours.
- **P2 – Major issue affecting configuration/testing:** response within 1 business day.
- **P3 – Minor issue, documentation, queries:** response within 2 business days.
- **P4 – How-to requests:** response within 3 business days.

7.2 Resolution

Resolution is on a reasonable-efforts basis and depends on the nature of the work.

7.3 Support Hours

Monday–Friday, 09:00–17:00 UK time (excluding public holidays).

8. Charges & Payment

8.1 Support Services are charged as defined in the G-Cloud pricing document (e.g., day rate, per-package pricing, or fixed deliverables).

8.2 Out-of-scope work requires a Change Request before commencement.

8.3 Expenses are not normally charged unless agreed in advance.

9. Change Control

9.1 Any change to scope, deliverables, timelines or dependencies requires a mutually agreed Change Request.

9.2 Changes will include pricing, impact assessment and any revised timelines.

10. Warranties

10.1 Support Services are delivered with reasonable skill and care.

10.2 No warranty is given that outputs of Support Services will meet all Customer requirements, nor guarantee any particular business outcome.

11. Liability

11.1 Liability is capped at the total Charges paid or payable under the relevant Support engagement.

11.2 No liability for indirect or consequential losses, including lost revenue, savings or operational impacts.

11.3 Nothing excludes liability for fraud or personal injury.

12. Intellectual Property Rights

12.1 Pre-existing IPR remains with the originating party.

12.2 Deliverables created specifically for the Customer are licensed for internal use.

13. Data Protection

13.1 Where Support Services require handling Customer data, Social Telecoms acts as **Processor** under the terms of the Customer's DPA (or the Lot 2b DPAs for SaaS platforms).

13.2 Support Services typically involve configuration metadata, not resident personal data.

14. Term & Termination

14.1 Term defined in the Order Form.

14.2 Either party may terminate for material breach, insolvency or as defined by the Call-Off Contract.

14.3 Charges for work completed to date remain payable.

15. Exit Support

15.1 Upon request, Social Telecoms will provide reasonable handover assistance (documentation, knowledge transfer).

15.2 Additional exit services may be procured under Lot 3.

16. Governing Law

England and Wales law applies.

Annex A – Support Engagement Model

Typical phases:

1. **Discovery** – Requirements, objectives, constraints.
 2. **Design** – Configurations, workflows, integrations.
 3. **Build/Configure** – Tenant and platform setup.
 4. **Test** – UAT support, defect management.
 5. **Go-Live Support** – Hypercare window.
 6. **Optimisation** – Adoption review, refinements.
 7. **Handover** – Documentation, training, exit.
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Annex B – Out-of-Scope Activities

- Physical installation or engineering (IoT, UC, CCTV, network hardware).
 - Building surveys and retrofit assessments.
 - Long-term managed operations.
 - Penetration testing or specialist security consultancy.
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