

Supplier Terms and Conditions

G-Cloud 15 (RM1557.15) – Lot 3: Cloud Support

Supplier Details

Supplier name: Insight Consulting Services Limited

Trading / service brand: ICS Projects

Framework: G-Cloud 15 (RM1557.15)

Lot: Lot 3 – Cloud Support

Service category: Managed Cloud

1. Purpose and Scope

These Supplier Terms and Conditions (the 'Supplier Terms') apply to cloud support services provided by Insight Consulting Services Limited under G-Cloud 15 (RM1557.15), Lot 3 – Cloud Support.

These Supplier Terms are intended solely to supplement the CCS contractual documents and do not form a standalone contract.

2. Order of Precedence

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

1. G-Cloud 15 Framework Agreement
2. Completed Order Form
3. Call-Off Contract and associated Call-Off Schedules
4. These Supplier Terms and Conditions

Nothing in these Supplier Terms shall override or amend the CCS contractual documents.

3. Service Delivery

Services are delivered on a remote-first basis unless otherwise agreed in writing at call-off.

A standard working day consists of 7.5 hours.

On-site delivery, where required, is subject to mutual agreement.

The Buyer shall provide timely access to systems, information, and personnel necessary for service delivery.

4. Pricing and Expenses

Pricing is as published in the Pricing Document associated with the relevant G-Cloud service listing.

All prices are exclusive of VAT and subject to the CCS framework management charge.

Expenses, where applicable, are charged at cost and must be agreed in advance with the Buyer.

5. Security and Data Protection

Information security, data protection, and confidentiality obligations are governed by the applicable CCS Call-Off Contract and associated Security and Data Protection schedules.

These Supplier Terms do not modify or replace those obligations.

6. No Modification of CCS Terms

These Supplier Terms do not introduce alternative payment terms, liability provisions, intellectual property arrangements, termination rights, or other commercial terms.

All such matters are governed exclusively by the CCS Call-Off Contract and associated schedules.

7. Governing Law

These Supplier Terms are governed by and construed in accordance with the laws applicable to the G-Cloud Framework Agreement.