

G-Cloud 15 – Lot 3

Cloud Support Services

**Digital innovation and transformation
mobilisation, adoption and spread support**

Supplier Terms and Conditions

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1. Relationship to the G-Cloud Framework

These Supplier Terms and Conditions apply to services provided by Kent Surrey Sussex AHSN Limited trading as Health Innovation Kent Surrey Sussex ("Health Innovation KSS") under the G-Cloud 15 Framework Agreement (RM1557.15).

In the event of any conflict or inconsistency, the G-Cloud Framework Agreement, CCS General Terms and the applicable Call-Off Contract Terms shall take precedence.

2. Nature of services

Health Innovation KSS provides advisory, mobilisation and programme-based services to support public sector health and care organisations to mobilise, adopt and embed cloud-enabled digital initiatives.

Services may include:

- data readiness and information auditing
- information structure and data design support
- engagement and communication planning
- programme and project governance support
- mobilisation coordination across stakeholders
- service optimisation and right-sizing advice
- adoption and spread planning

Services are advisory and programme-based only and are delivered on a project or time-limited basis in line with the agreed scope of work.

Unless expressly agreed in a Call-Off Contract, services **do not include**:

- system or software implementation
- system migration or configuration
- cloud hosting or managed services
- security operations or testing services
- ongoing operational or helpdesk support
- product ownership, licensing or resale

3. Delivery and working arrangements

Services are normally delivered **remotely**.

On-site delivery may be provided by agreement, subject to availability and location. Any agreed travel or subsistence costs will be charged in line with the Call-Off Contract.

Delivery is dependent on timely access to relevant stakeholders, information and decisions from the Buyer.