

TERMS AND CONDITIONS

G-Cloud 15

Framework reference: RM1557.15

Push

Leave IT to us

Cloud Support & Service Management

1. General Terms

These Terms & Conditions apply to all services provided under the G-Cloud 15 framework by Push IT.

2. Contractual Framework

Services are delivered under Call-Off Contracts governed by the G-Cloud 15 Framework Agreement (RM1557.15).

If there is any conflict between these Terms & Conditions and the Call-Off Contract, the Call-Off Contract takes precedence.

English law applies; jurisdiction is England & Wales.

3. Service Delivery

Services commence upon acceptance of the Call-Off Contract.

Delivery timelines agreed in advance with the Customer.

4. Customer Responsibilities

- Provide accurate information and timely access to systems.
- Ensure compliance with security requirements.

5. Supplier Responsibilities

- Deliver services in accordance with agreed scope and SLAs.
- Maintain ISO/IEC 27001:2022 certification and operate to Cyber Essentials and Cyber Essentials Plus requirements (certification documentation pending) and comply with applicable data protection legislation (UK GDPR and the Data Protection Act 2018).
 - Data location: unless otherwise agreed in writing, any buyer data held by Push IT for service delivery (for example service records, runbooks and

reports) is stored and processed in the UK. Push IT does not transfer buyer personal data outside the UK without written agreement.

- Security clearance: SC available, as required to meet project requirements.

6. Payment Terms

- Invoices issued monthly in arrears.
- Payment due within 30 days of invoice date.

7. Termination

- Termination rights and notice periods are as set out in the Call-Off Contract.
- Exit management (including data handover and secure deletion) is handled in accordance with the Call-Off Contract and applicable data protection legislation.

7.1 Exit Deliverables (No Lock-in)

In addition to the Call-Off Contract exit provisions, unless otherwise agreed in the Order Form, Push IT will:

- Provide a handover pack appropriate to the service, typically including in-scope service inventory, key contacts/escalations, runbooks, configuration records, and current/open issues (where applicable).
- Provide knowledge transfer sessions to the buyer and/or an incoming supplier (where authorised by the buyer).
- Confirm removal of Push IT access and the secure return or deletion of any buyer data held by Push IT, in line with the Call-Off Contract and applicable data protection legislation.

Any additional exit assistance beyond the above is provided by agreement and (where applicable) priced using the published day rates.

8. Liability

Liability, caps and exclusions are as set out in the Call-Off Contract.

9. Confidentiality

Both parties agree to maintain confidentiality of all information.

10. Dispute Resolution

Dispute resolution and escalation are as set out in the Call-Off Contract.

Appendix A: Definitions

In this document, the following terms have the meanings set out below. Capitalised terms not defined here have the meanings given in the G-Cloud 15 Call-Off Contract.

Term	Definition
Business Day	A day on which Support Hours apply (Monday–Friday, excluding public holidays).
Business Hours	The same as Support Hours.
Call-Off Contract	The contract between the Customer and the Supplier for the Services, formed under the G-Cloud 15 Framework Agreement and incorporating the agreed service description, pricing and any schedules.
Confidential Information	Any information disclosed by one party to the other that is marked as confidential (or that should reasonably be considered confidential), including commercial, technical and operational information.
Customer (Buyer)	The contracting authority purchasing the Services from the Supplier under the Call-Off Contract.
Cutover Window	A pre-agreed period for migration/cutover activity (often out of hours) during which dedicated support and any enhanced response targets apply as documented in the implementation plan.
Data Protection Act 2018 (DPA 2018)	The UK legislation that supplements the UK GDPR and sets out the UK's data protection regime.
Enhanced Support (24x7 P1)	An optional support arrangement providing 24x7 on-call cover for Priority 1 incidents only, confirmed in the Order Form.
Force Majeure	An event outside a party's reasonable control that prevents or materially delays performance (to the extent such relief is available under the Call-Off Contract).
Hypercare	The included 30-day post-migration support period described in this SLA, following completion of the migration and handover.
Incident	An unplanned interruption to, or reduction in quality of, an in-scope service; or an event that might lead to such an interruption.

Personal Data	As defined in the UK GDPR: any information relating to an identified or identifiable natural person.
Planned Downtime	Any downtime agreed in advance with the Customer as part of the migration or change plan.
Planned Maintenance	Pre-agreed maintenance activity scheduled to minimise disruption and communicated in advance.
Priority (P1–P4)	The classification of an Incident based on impact and urgency, as described in the Incident Response Times table.
Resolution Target	The target time to restore service or provide a workaround for an Incident, measured during Support Hours unless Enhanced Support applies. Permanent fixes may take longer and are tracked as problem/changes.
Response Target	The target time from an Incident being logged through agreed channels to acknowledgement and start of investigation, measured during Support Hours unless Enhanced Support applies.
Service Credits	Any contractual remedies for failure to meet service levels, as set out in the Call-Off Contract (if applicable).
Service Level Agreement (SLA)	The service level targets and related provisions described in the SLA Schedule, as may be varied by the Call-Off Contract.
Service Request	A request from the Customer for a standard, in-scope service activity (for example: routine access changes, information requests, or agreed operational tasks) that is not an Incident.
Services	The cloud support, service management and related services provided by the Supplier, as described in the Service Definition and agreed in the Call-Off Contract.
Supplier	Push IT Services Ltd (referred to in this document as “Push IT”).
Support Hours	Monday–Friday, 09:00–17:00 UK time, excluding public holidays.
UK GDPR	The United Kingdom General Data Protection Regulation, as incorporated into UK law.
Working Day	Monday to Friday, excluding public holidays in England.

Appendix B: Clean exit checklist (no lock-in)

This checklist is illustrative. Exit activities and timescales are agreed with the buyer and tailored to the service scope.

Activity	Owner	Output	Typical timing
----------	-------	--------	----------------

Confirm exit notice and scope	Buyer / Push IT	Agreed exit plan (scope, dates, contacts, approach)	T-30 to T-20 business days
Successor supplier/buyer mobilisation	Buyer	Named contacts and access plan for handover	T-20 to T-10 business days
Documentation and knowledge transfer	Push IT	Runbooks, architecture notes, configuration records, asset/service inventory	T-15 to T-5 business days
Service records export	Push IT	Export of agreed ticket/change records and service logs	T-10 to T-5 business days
Access review and offboarding plan	Buyer / Push IT	List of accounts, permissions and removal schedule	T-10 to T-2 business days
Final service report and open risks	Push IT	Final report: outcomes, known issues, recommendations, open actions	T-5 to T-1 business days
Handover session(s)	Buyer / Push IT	Handover sessions completed and questions answered	T-5 to T+5 business days
Credential/token revocation	Buyer	Push IT access removed (admin accounts, API keys, virtual private network (VPN), multi-factor authentication (MFA))	T+1 business day
Data return/deletion confirmation	Push IT	Confirmation of data handover/retention/deletion as agreed	T+5 business days
Service closure	Buyer / Push IT	Formal closure and completion confirmation	T+5 to T+10 business days

Appendix C: SLA Schedule

1. Service Level Agreement Overview

This SLA defines the service levels (support hours and response and resolution targets) for the Push IT Cloud Support & Service Management Service. It applies to services delivered under G-Cloud 15 Call-Off Contracts and should be read alongside the Call-Off Contract and Order Form.

2. Service Availability

Service availability and planned downtime: We support buyers to maintain the availability and reliability of in-scope services through monitoring, incident response and controlled change. Any availability targets (if required) are agreed in the Call-Off Contract and depend on the underlying architecture and third-party services.

Support hours:

- Core Support (business hours): Monday–Friday, 09:00–17:00 UK time (excluding public holidays).
- Enhanced Support (optional): 24x7 on-call cover for Priority 1 (critical) incidents, as agreed in the Order Form. Priority 2–4 targets apply during Core Support hours unless otherwise agreed.

3. Incident Response Times

Incidents are prioritised by impact and urgency (P1–P4). Response and resolution targets apply during standard support hours unless an out-of-hours cutover window has been agreed.

Priority	Example impact	Response target	Target resolution	Update frequency
P1 (Critical)	Complete service outage or severe impact	Within 1 business hour (Core); 15 minutes (Enhanced 24x7 P1)	Restore service or provide a workaround within 8 business hours (Core); 4 hours (Enhanced 24x7 P1)	Complete service outage or severe impact
P2 (High)	Major functionality impaired	Within 4 business hours	Within 1 business day	Major functionality impaired
P3 (Medium)	Non-critical issue	Within 1 business day	Within 2–3 business days	Non-critical issue
P4 (Low)	Minor issue (low impact incident)	Within 2 business days	Within 5–10 business days	Minor issue (low impact incident)

3.1 Service Requests

Service request targets apply during Core Support hours unless otherwise agreed in the Order Form.

Acknowledgement target: within 1 business day.

Fulfilment target: within 5 business days (subject to buyer approvals and any third-party dependencies).

Requests that constitute change, onboarding of new systems, or improvement project work are agreed separately (including timescales) and may be priced using SFIA day rates or fixed price where appropriate.

4. Escalation Process

- Level 1: Service Desk
- Level 2: Technical Lead
- Level 3: Service Delivery Manager
- Level 4: Account Director

5. Monitoring & Reporting

- Monitoring and alerting are configured to agreed thresholds. Incidents and requests are tracked via agreed channels (including the buyer's ITSM tool where access is provided).
- Service reporting is provided at an agreed cadence (typically monthly), including incident volumes, SLA performance, and improvement actions.

6. Service Credits

Any service credits or remedies are as set out in the Call-Off Contract (if applicable).

7. Exclusions

- Issues caused by Customer infrastructure or third-party providers.
- Force majeure events beyond Push IT's control.

8. Incident Priority Matrix (impact vs urgency)

This matrix is illustrative. Final priority is confirmed during triage and aligned to the SLA targets in this schedule.

Impact \ Urgency	High	Medium	Low
High (multiple users/services, major business impact)	P1	P2	P2
Medium (team/service impacted, workaround may exist)	P2	P3	P3
Low (single user/minor impact, informational)	P3	P4	P4