

Indiko Data Ltd – G-Cloud 15 Compatible Call-Off Schedule

Important Notice:

This document is intended to be used as a **Supplier Supplementary Schedule** under the UK Government **G-Cloud 15 Framework (RM1557.15)**. It is **not** a replacement for the CCS-mandated **Public Sector Contract (PSC)**. Where any clause in this document conflicts with PSC Call-Off terms or schedules, **the PSC takes precedence**.

1. Purpose of This Schedule

This Schedule sets out additional service-specific terms, responsibilities, and operational requirements relevant to the delivery of Cloud Support Services by **Indiko Data Ltd**. It supports—rather than replaces—the G-Cloud 15 Call-Off Contract and Framework Agreement.

2. Service Overview

Indiko Data Ltd provides cloud support, managed services, professional advisory services, cyber security services, and platform support to UK public sector customers. These services align with:

- **Lot 3 – Cloud Support Services (Additional Services)** under G-Cloud 15.

Services include (non-exhaustive):

- Cloud and infrastructure support
- Desktop and end-user support
- Cyber security advisory and operational support
- Data backup, disaster recovery, and continuity
- Virtual CTO / advisory services
- Professional services aligned to SFIA skill levels

It should be noted that not all services are offered via GCloud 15.

3. Roles and Responsibilities

3.1 Supplier Responsibilities

Indiko Data Ltd will:

- Deliver services with reasonable skill and care.
- Provide qualified personnel broadly aligned to SFIA role definitions.
- Implement technical and organisational measures to protect Customer data.
- Provide access to support channels during contracted service hours.
- Maintain appropriate licences, tooling, and operational processes for systems used by Indiko Data Limited in their service delivery.
- Provide the customer with observations and information about any security, disaster recovery or data protection concerns that they have, in a timely and professional manner.

3.2 Customer Responsibilities

The Customer shall:

- Provide timely access to systems, information, and personnel.
 - Maintain appropriate permissions and licences.
 - Comply with applicable laws, policies, and governance requirements.
 - Ensure environments meet minimum technical prerequisites.
 - Ensure environments are adequately secured, and that they respond in a timely and professional manner to any security related observations raised by the supplier
 - Ensure environments are adequately protected by recovery and business continuity systems, and that they respond in a timely and professional manner to any system backup related observations raised by the supplier.
 - Ensure that any information accessed by or transferred to the supplier happens in a way that is compliant with both their own data protection policies and any relevant legislation.
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4. Service Levels

Where any service level in this section is inconsistent with PSC Schedule 14, the PSC takes precedence.

4.1 Support Hours

- **Standard Support:** 09:00–17:30, Business Days (UK local time)
- **Extended Support:** 08:00–22:00, 7 days/week (optional)
- **24x7 Support:** By prior agreement

4.2 Incident Response Targets

Incident response and target resolution times will be defined in the Call-Off Order Form or Customer-specific SLA.

5. Ordering and Change Control

5.1 Order Procedure

Orders shall be placed via:

- Call-Off Contract Order Forms, or
- Customer-approved Statements of Work (where applicable)

5.2 Change Control

Changes to scope, service levels, or delivery model must be approved in writing via the Customer's change control process. Changes may affect commercial terms.

6. Fees and Invoicing

- Charges will follow pricing submitted in the G-Cloud 15 Pricing Matrix.
 - Professional services are time-and-materials unless otherwise agreed.
 - Expenses are only applicable where the Customer requests on-site attendance.
 - Mileage expenses will follow HMRC guidelines and other travel, subsistence and accommodation expenses will be passed on at cost.
 - Payment terms follow the PSC, except where additional supplementary details are required.
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7. Data Protection and Information Security

- Both parties must comply with **UK GDPR** and the **Data Protection Act 2018**.
 - Indiko Data Ltd will implement reasonable measures to safeguard Customer data.
 - Where required, a Data Processing Agreement will be executed in accordance with PSC schedules.
 - Nothing in this Schedule alters or reduces the obligations of either party under PSC Schedule 9 (Security) or Schedule 4 (Data Protection).
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8. Subcontracting

- Subcontractors may be used to deliver services.
 - Indiko Data Ltd remains responsible for subcontractor performance.
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9. Intellectual Property

- Pre-existing IP remains with the originating party.
 - Deliverables created under this Schedule are licensed to the Customer for internal use unless otherwise specified.
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10. Liability

Liability is governed by the PSC Call-Off Contract. This Schedule does not alter those caps or exclusions.

11. Exit and Transition Assistance

Upon expiry or termination, Indiko Data Ltd will:

- Provide reasonable exit support
- Assist with transition to another provider or internal team
- Provide necessary documentation and configuration exports

Charges for exit support follow applicable SFIA-aligned day rates.

12. General Provisions

- This document is subordinate to the G-Cloud 15 PSC.
 - No variations to the PSC are created by this document.
 - Additional service details may be appended through technical schedules or SOWs.
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Supplier: Indiko Data Ltd

Jurisdiction: England and Wales

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