



Service Terms

G-Cloud Service Terms – LMS Implementation Consultancy

1) Contracting terms

For Services purchased via the G-Cloud framework, the parties will contract under the CCS Model Call-Off Contract and the applicable framework terms. Where there is any conflict, the CCS Model Call-Off Contract takes precedence. This document summarises service-specific terms only.

2) Service scope (summary)

This Service provides LMS implementation consultancy and delivery support, including implementation planning, project governance, requirements validation, configuration oversight, vendor management, integration coordination, testing support, cutover / go-live planning, and implementation assurance.

The Supplier acts as an expert delivery partner and does not replace the Client's internal decision-making or governance.

3) Service hours and contact

Support is provided Monday-Friday, 09:00-17:00 (UK time) excluding UK public holidays.

Delivery is via email and Microsoft Teams, with a named consultant as the primary point of contact. Optional on-site working can be agreed.

4) Expenses

All expenses must be agreed in advance with the Contracting Authority and will be charged at cost only. Receipts will be made available on request.

No expenses will be incurred without prior written approval from the Contracting Authority.

5) Change control

Any material change to scope, deliverables, assumptions, timetable, or resourcing will be handled through written change control (email is sufficient), confirming impact on cost and timescales before additional work proceeds.

6) Deliverables and acceptance

Deliverables are those agreed in the Order Form / SOW (for example: implementation plan, RAID log, governance cadence, configuration decision log, test approach and support, integration coordination plan, cutover/go-live plan, and handover documentation).

The Client will review deliverables and notify the Supplier of any material non-conformance to the agreed scope within 10 Business Days of delivery. If no issues are raised, deliverables are deemed accepted. Any valid issues will be corrected within a reasonable timeframe.

7) Data protection

Where personal data is processed, the Client is the Controller and the Supplier is the Processor. Processing will not begin until a UK GDPR Article 28-compliant DPA is in place. Data will be handled securely and retained only as long as necessary to deliver the Services (unless otherwise agreed).

8) Location of delivery

Delivery is remote by default. On-site delivery can be provided where agreed, subject to scheduling and pre-approved expenses.