



Service Terms

G-Cloud Service Terms – LMS Analysis and Selection

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 vendor-agnostic LMS consultancy and selection support, including requirements definition, evaluation design, market analysis, vendor shortlisting, demo support, scoring moderation, and evidence-based recommendations.

The Client remains responsible for procurement governance, award decision, and contract/legal negotiations with vendors.

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.

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: requirements pack, evaluation criteria and scoring model, shortlist rationale, demo scripts, scoring workbook, recommendation report, and procurement evidence pack).

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.