

G-Cloud Service Terms

Lot 3 – Support Services

These Service Terms describe the operational delivery of Lot 3 support services provided by **XFLO Solutions Limited t/a Redtail Consulting**. They are intended to support transparency and clarity for Buyers procuring services via the G-Cloud framework.

Supremacy of G-Cloud Contract: These Service Terms apply only to the extent permitted by the G-Cloud Call-Off Contract. In the event of any conflict, the G-Cloud Call-Off Contract shall prevail.

Scope of Services

Specialist support services including cyber security advisory, incident response assistance, security monitoring support, and technical consultancy, as defined in the relevant G-Cloud service listing.

Service Delivery Model

Services are delivered remotely unless otherwise agreed via the Call-Off Contract. The Supplier remains fully responsible for delivery, coordination, and quality.

Onboarding

On commencement of a Call-Off Contract, the Supplier will confirm scope, access requirements, communication channels, and reporting cadence. No Statements of Work apply.

Support Hours

Unless otherwise stated in the service listing, support is provided during UK business hours. Response times are provided on a reasonable endeavours basis.

Third-Party Technology

The service may utilise third-party tools. The Supplier remains fully accountable for service delivery. No contractual relationship is created between the Buyer and any third party.

Information Security & Data Protection

Where personal data is processed, the Supplier acts as Data Processor and the Buyer as Data Controller, in accordance with UK GDPR and applicable data protection legislation.

Intellectual Property

The Buyer owns outputs created specifically for them. The Supplier retains ownership of its background IP, methodologies, and know-how.

Dependencies & Assumptions

Delivery depends on timely access to systems, information, and Buyer availability. The Supplier is not responsible for delays outside its reasonable control.

Exclusions

Unless explicitly stated in the service listing, this service does not include managed service operation, guaranteed outcomes, legal sign-off, or offensive security testing.

Commercial Position

Pricing, payment, liability, termination, and audit rights are governed solely by the G-Cloud Call-Off Contract. No additional obligations are imposed on the Buyer by these Service Terms.

XFLO Solutions Limited t/a Redtail Consulting
G-Cloud Lot 3 – Support Services