

Terms and Conditions

G-Cloud 15 – Lot 3: Cloud Support Services

1. General

These Terms and Conditions apply to the provision of Test Automation and CI/CD Quality Engineering services under the G-Cloud 15 Framework.

Where a Call-Off Contract is agreed, these Terms and Conditions apply in conjunction with the G-Cloud Framework Agreement and the Call-Off Contract.

2. Scope of services

Services will be provided as described in the Service Definition and agreed in writing under a Call-Off Contract. Any changes to scope must be agreed by both parties.

3. Delivery and working arrangements

- Services are delivered primarily remotely
- Working hours are UK business hours unless otherwise agreed
- Any on-site or out-of-hours work must be agreed in advance

4. Responsibilities

Supplier responsibilities:

- Provide suitably skilled engineers
- Deliver services with reasonable care and skill
- Comply with applicable laws and framework requirements

Customer responsibilities:

- Provide timely access to systems, tools and information
- Assign a point of contact for delivery coordination
- Ensure appropriate user access and security approvals

5. Charges and payment

Charges are agreed under the Call-Off Contract. Invoices will be issued in accordance with the agreed payment schedule.

6. Confidentiality

Each party shall treat confidential information received from the other party as confidential and shall not disclose it to any third party except as required by law or permitted under the Call-Off Contract.

7. Data protection

Both parties shall comply with applicable data protection legislation. Personal data will be processed only as necessary to deliver the agreed services.

8. Intellectual property

Unless otherwise agreed in writing, intellectual property created specifically for the customer as part of the services will belong to the customer upon full payment.

9. Liability

Liability shall be limited as set out in the G-Cloud Framework Agreement and the Call-Off Contract.

10. Termination

Either party may terminate the Call-Off Contract in accordance with the termination provisions of the Framework Agreement or Call-Off Contract.

11. Governing law

These Terms and Conditions are governed by the laws of England and Wales.