

GCloud 15_Supplementary Terms and Conditions

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Revision History

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0.1	Jan 29, 2026	Thibault Williams	First Draft
1	Jan 29, 2026	Thibault Williams	Final Draft

1. Purpose and precedence

These supplementary terms set out how the Supplier delivers advisory and support services under the G-Cloud 15 framework.

These terms apply subject to and in conjunction with the G-Cloud Call-Off Contract. In the event of any conflict or inconsistency, the G-Cloud Call-Off Contract shall take precedence.

2. Scope of services

Services are provided on a call-off basis in accordance with the scope, deliverables, timescales, and pricing agreed with the Buyer.

The services are advisory in nature and provide independent guidance, recommendations, and support. The Supplier does not assume responsibility for Buyer decisions, implementation, or operational outcomes unless explicitly agreed in writing.

3. Delivery approach

Services may be delivered remotely, on-site, or using a hybrid approach, as agreed at call-off stage.

Delivery is dependent on timely access to relevant information, systems (where applicable), and stakeholders. Delays or changes arising from lack of access may impact delivery timescales.

4. Changes to scope

Any changes to the agreed scope, deliverables, or timetable must be agreed in writing by both parties. Where changes materially affect effort or cost, pricing will be adjusted by mutual agreement.

5. Intellectual property

Unless otherwise agreed at call-off stage, intellectual property rights shall be handled in accordance with the provisions of the G-Cloud Call-Off Contract.

Pre-existing intellectual property of either party remains the property of that party.

6. Confidentiality and information handling

Each party shall protect the other's confidential information in accordance with the confidentiality obligations set out in the G-Cloud Call-Off Contract.

The Supplier will handle information in accordance with applicable data protection and information security requirements.

7. Security and personnel

Personnel engaged in delivery are subject to appropriate pre-employment checks and confidentiality obligations. Where required by the Buyer, enhanced screening or government security clearance may be provided, subject to individual availability and agreement at call-off stage.

8. Support and communications

Support is provided during standard UK business hours as part of the agreed engagement. Response times and escalation arrangements are proportionate to the scope and nature of the services and may be agreed at call-off stage.

9. Fees and payment

Fees are agreed at the call-off stage and are typically based on time and materials unless otherwise stated.

Invoicing and payment terms are governed by the G-Cloud Call-Off Contract.

10. Liability

Liability is governed by the provisions of the G-Cloud Call-Off Contract. Nothing in these supplementary terms increases or alters the liability position agreed under the Call-Off Contract.

11. Term and termination

The term of the services and termination rights are as set out in the G-Cloud Call-Off Contract.

12. Governing law

These supplementary terms are governed by and construed in accordance with the governing law specified in the G-Cloud Call-Off Contract.