

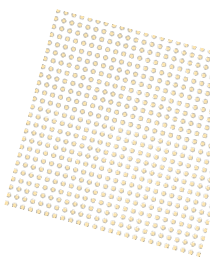


G-Cloud 15 Terms & Conditions

**Contensis for Directories – A SEND
Local Offer, health, social care &
community directory & website**



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Terms and conditions for the use of Contensis for Directories

The following terms and conditions are intended to augment and are in addition to the existing G-Cloud framework agreement and call-off contract. They explain in more detail the day-to-day processes to help you use and get the most from the Contensis for Directories service on G-Cloud.

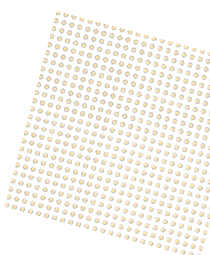
If any conflict is identified between the provisions of these terms and conditions and the G-Cloud framework agreement and call-off contract, the framework agreement and call-off contract will take precedence.

Licence types

Contensis for Directories has three licence types: Starter, Plus and Enterprise. Each licence type differs in three main areas:

- The scale of infrastructure that they operate on
- The number of separate projects, websites and systems they support
- The amount of bandwidth, storage and concurrent users they include

In all other respects, the Contensis software provided at each licence level is identical and provides users with the same functionality.





Supporting variable demand

All Contensis services operate on infrastructure environments that are highly specified and fully scalable. This allows organisations to handle sudden increases in traffic due to situations such as extreme weather conditions, new legislation, major/national news events, school admissions, or unforeseen peaks in demand for any other reason. All environments also include a separate caching layer as standard with an intelligent cache invalidation system and a grace period.

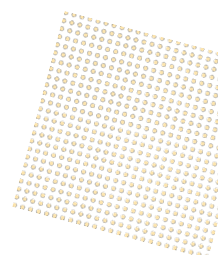
If an increased traffic level becomes your new normal level, you can change to a higher licence type or add additional resources as required.

Software-as-a-Service (SaaS)

Contensis for Directories is provided on a Software-as-a-Service (SaaS) basis.

We are happy to provide details of our infrastructure and security as part of your procurement checks. However, the particular infrastructure or facilities used to deliver our services are the choice of Zengenti, and subject to change at the company's discretion.

For clarity, any changes we make will not reduce the capability, performance or security you originally contracted for. Typically, the changes we make will enhance your web estate's resilience, uptime, and security. These changes are provided free of charge within the G-Cloud call-off contract.





Chargeable infrastructure resources

We will provision your service with the standard levels of storage and bandwidth for each licence type unless different amounts are agreed upon during the procurement process.

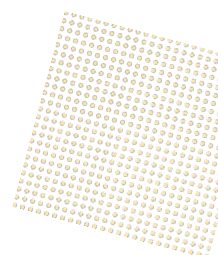
	Starter	Plus	Enterprise
Bandwidth (per calendar month)	200GB	400GB	1TB
Storage	50GB	100GB	200GB

Provision of multiple projects

Each Contensis environment can manage multiple websites, microsites, intranets, and portals. This is typically done through the use of projects, which are separate containers for content, assets, users, content types, entries, workflows, and configurations.

The number of projects available is determined by which licence type you choose and whether you have purchased any additional projects.

	Starter	Plus	Enterprise
Projects / Websites included	1	2	Unlimited



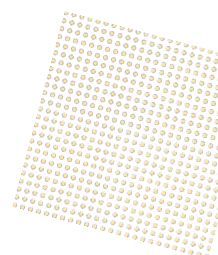


Extensions usage policy

Extensions extend the core Contensis for Directories solution by adding additional functionality. The use of specific extensions is determined by which licence type you choose. Allowances are pooled across your projects.

Forms

	Essential	Standard	Advanced
Number of forms	20	50	500
Responses per month	1,000	2,000	5,000
Conditional confirmation messages	X	X	Yes
Conditional email notifications	X	X	Yes
Conditional auto-responders	X	X	Yes
Custom workflow	X	X	Yes





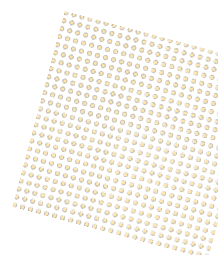
Personalisation

	Essential	Standard	Advanced
Signals	5	10	200
Audiences	5	10	100
Custom attributes	X	X	20
Country-based attributes	X	X	Yes

Support and Service Level Agreement (SLA)

Our cloud-based SaaS model brings together all the essential elements into a single comprehensive service for managing and hosting your web and digital estate:

- Contensis CMS SaaS environment
- Contensis for Directories content model and codebase
- Segregated server solution (no sharing of equipment)
- UK-based Tier 3 data centres
- ISO27001 certified
- Hosting of front-end websites with between 99.9% and 99.99% uptime





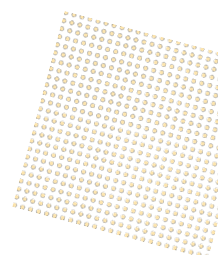
- Server and uptime monitoring 24 x 7
- Upgrades to the platform every 8-10 weeks, carried out by our engineers
- Unlimited support (including 24 x 7 support for critical tickets)
- User group and conference attendance
- Access to secure client areas of our websites and Contensis Slack channels
- Dedicated account management

Support is managed through the following SLA:

Definition	Response	Resolution
Critical (24 x 7 x 365)	1 hour	8 hours
High	4 hours	2 working days
Normal	8 hours	3 working days
Low	8 hours	3 working days

All our support processes, including our staff, are entirely UK-based. Our help desk is available 24 x 7 x 365 via our contensis.com website.

Critical issues are covered 24 x 7 x 365. Lower-severity issues are handled under a business-hours SLA from 9am to 5.30pm. Any tickets raised will be picked up by our help desk engineers, who will communicate with you until the issue is resolved. They prioritise tickets, so SLA's can be met effectively.





Website and project changes

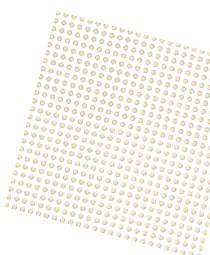
Once a website and directory project has been configured and signed off, we have a dedicated part of the company, the Customer Experience Squad (CXS), available to help support any further bespoke development on an ongoing basis.

Most clients fund this work through a chargeable service contract with CXS, typically for a set number of hours/days per month.

We also offer training and consultancy that enable your in-house developers to maintain your websites and systems independently of us.

Account management

Contensis for Directories includes a dedicated Client Account Manager who can provide monthly uptime reports for all websites and systems managed on the platform. They can also meet with you on a regular basis. Any additional reporting can be agreed upon at Zengenti's discretion.





Contact us

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New features and updates are made to Contensis as releases are pushed out. For the most up-to-date information, visit www.contensis.com

