



G Cloud 15

BT Service Definition for BT Digital Transformation

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1 Services Overview

The Supplier (BT) offers specialist, strategy, and cloud advisory services to support Buyers looking to consult and implement IT related transformation and cloud capabilities. We blend our knowledge and experience with our extensive, practical, pragmatic IT expertise to ensure your short, medium or long-term IT strategies align with your organisation objectives.

The Supplier enables our Buyers to take advantage of the Cloud, allowing for cost optimisation and productivity gains. We work with strategic hyperscale Cloud partners such as Microsoft (Azure, Office 365, M365), Amazon (AWS) and Google (GCP).

In 2026, our BT Digital Transformation services prioritize:

- Enabling transformation through digital omni-channel solutions
- Consulting and development for surveillance, drones, robotics, mobile and IoT
- Designing Target Operating models and supporting Business Cases
- New Ways of Working leveraging AI including Microsoft Copilot
- Accessing skills across cloud technologies; data centre, connectivity, unified communications
- Proof of Value/Concepts to explore innovation
- Digital Twins including movement of "things" and smart city initiatives
- Streamlining processes, leveraging data, automation and Artificial Intelligence
- Digital Vision using 5G, Edge computing, and AI Video Analytic
- Implementing robust program and project governance frameworks

Benefits are identified and prioritised to provide both fast realisation and future sustained improvements in a way which supports your organisation and people. Our services are designed to deliver tangible benefits, which include:

- Transformational enhancements to your customer engagement, organisational efficiency, and self-service capabilities
- Harnessing IT, cloud, agile methodologies, and digital solutions for transformation
- Augmenting workforce engagement and flexibility through Artificial Intelligence
- Supporting business case creation, implementation and service delivery
- Rapid, high impact assessments, workshops and improvement plans
- Accelerate the realisation of benefits or de-risk programme delivery
- Cultivating flexibility, agility, and service orientation within your organisation

- Accessing a rich pool of skills and experiences across BT's diverse portfolio
- Automating and optimising low value processes through robotics and AI
- Fast track plans, identify opportunities, user requirements backlogs through workshops

BT Digital Transformation services may include, but are not limited to the following services.

1.1 Digital Transformation

Trust and in particular trusted partnerships are at the heart of how the Supplier works with its clients. We bring decades of experience and lessons learned from exploring, designing, delivering and managing complex multi-tenanted, multifaceted programmes of work. We take and manage the risk within complex transformational programmes, allowing partners to focus on critical priorities, business goals and realisable transformational outcomes.

A successful partnership should be built on trust and mutual understanding of goals, responsibilities and working practices. The Supplier in collaboration with the Client establish a collaborative partnering ethos and approach by establishing a set of partnership principles including:

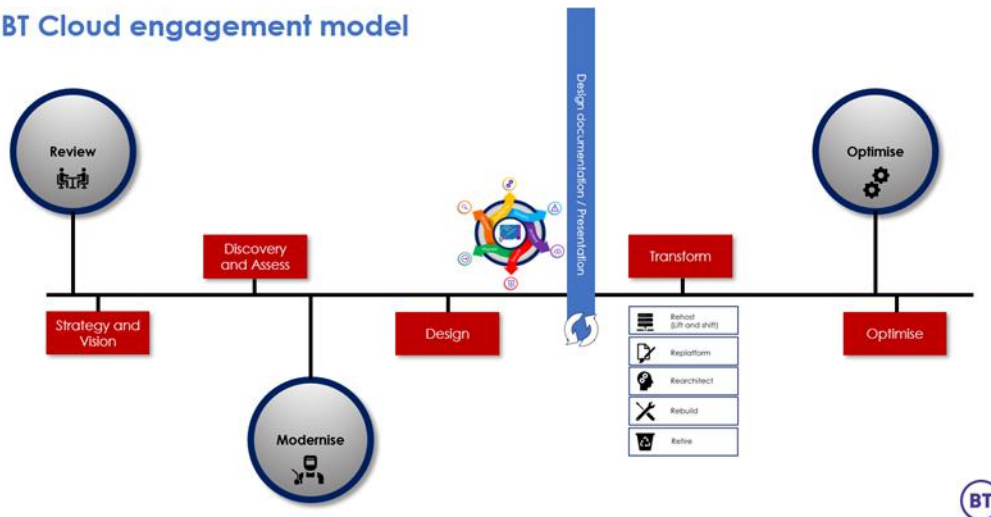
- build a joint vision and plan for the future,
- build trusting relationships,
- co-location and effective collaboration,
- easy access to key personnel, strategic experts and resources,
- talk openly and frankly,
- work within the spirit not the letter of the contract,
- risk sharing,
- see each other's participation as essential to the success of the partnership,
- work to make each other successful (mutually beneficial)

Ensuring your organisation is ready and able to respond to business challenges - and maintain competitive advantage - is paramount. So, it's essential to fully understand and optimise the IT infrastructure supporting your business.

With professional services expertise from 2,000 consultants across the globe, we ensure your journey to the cloud delivers to your timescales and with the benefits you demand.

Our focus is on digital transformation and business enablement. We have an established Cloud Adoption Framework (CAF) to help you on your cloud journey.

BT Cloud engagement model



The Supplier asks Buyers 3 simple questions to determine where they are in their cloud journey. You can imagine the answers are far from simple!

1. Are you ready for the cloud? (we call this the 'Review' stage).
2. Is your application estate ready for the cloud? (we call this the 'Modernise' stage).
3. Can you innovate whilst managing operations? (we call this the 'Optimise' stage).

We can then map these answers to our comprehensive method of implementing cloud, which has been developed from years of experience. We can help by:

- Providing expertise to help you start your cloud journey (cloud first or hybrid cloud).
- Providing expertise to help you transform to your chosen cloud strategy.
- Cloud enable your organisation, through culture and knowledge empowerment.
- Providing expertise and service to help you manage/optimize your cloud strategy.

For instance:

- We can assess your current IT, analyse your business objectives and come up with a cloud strategy that best suits you.
- We'll deliver an application and service interdependency map to ensure your business continues to operate efficiently.
- Then we'll create a process to make your strategy happen with timelines, resource planning, data protection and service continuity.
- And once it's in place, we can support you to manage your cloud activities and make sure everything works the way it should.

The Supplier has provided the following Business Development support to Buyers through the early stages of Pre discovery and work package commissioning to help identify, qualify, shape, and drive the digital transformation programme including:

- Vision and strategy setting
- Innovation and ideas generation (selling the Digital “Art of the Possible”)
- Pre-discovery activities, including proof of concepts, primers and pilots
- Visualisations and conceptual designs
- Feasibility, business and technical impacting and assessments
- Business Analysis and Process transformation
- Operating Model and Implementation assessments
- Business case support
- Coaching and mentoring
- Outcome and benefits identification
- Alignment to customer enablement programmes such as Microsoft Fast Track or AWS Customer Enablement Programme
- Smart City and place shaping
- Advisory – Access to Subject Matter Experts
- Digital Inclusion

1.2 Cloud Contact Service

The Supplier has a portfolio of cloud contact service capabilities that bring platforms, channels, and applications together to deliver the right set of services and optimise the interaction at every stage in the customer journey. We can also integrate an extensive range of products and services from multiple vendors to help you achieve maximum business value. All our services have flexible and transparent pricing.

Tech areas	Omni-channel	Digital channels	Voice (incl, call back, voice escalation and voicemail), proactive/reactive email, proactive chat, multi-chat, multi-messengers, SMS, social media, Skype for Business, video, collaboration, IoT integration
		Contact history/case management	Ties channels and activities together to give agents a complete record of all customer activities
		CRM integration	For one view of a customer's historical activity across all channels and touchpoints
		Knowledge management and virtual agent/agent assist	To automate simple interactions
		Workforce management	Better allocate resources to ensure customer interactions with the right people
		UC integration	Front and back-office integration for networked experts and faster first contact resolution
		Omni-channel reporting	To monitor performance of the omni-channel contact centre and ensure SLAs are met
		Text-to-speech	To communicate key information and check understanding
	Automation and self-service	Speech recognition	For easy navigation
		Visual IVR	A web app makes navigation easy and provides key information
		Interactive text response	A virtual agent on a text-based platform
		Chatbots	Channels that auto-respond
		Knowledge management	Integrated real-time solution with quick and easy access to info
		Virtual assistant	Contact /helpdesk agent on website

Proactive contact	Social mining	To respond proactively to customers who are active on social media
	CRM integration	Determine the next best action based on historical or real-time data about individuals
	Personalised video	Tailored video messages that can be viewed on almost any internet connected device
	Real-time voice analytics	For better customer service, selling, and complaint handling
	Engagement analytics	Voice recording, webchat
	Digital interaction analytics	Analyses digital interactions on web and mobile
Security	Secure payments (PCI compliant)	Ensures no sensitive card details are ever shared between the customer and the contact centre agent, greatly reducing the risk of fraud and making PCI compliance much simpler and more cost effective
	Voice biometrics	Verifies callers in real-time passively, without requiring a password to be spoken. Makes authentication faster, and more secure than traditional authentication methods

1.3 Managed Services

The Supplier provides dedicated system and application management support using a combination of internal specialists and specialist support providers. 1st and 2nd line teams provide the core operational support, including incident management, user requests, managing external interfaces, proactive management and protective monitoring services. More complex issues go to 3rd line teams, who perform functions including service enhancement, root cause investigations, custom service requests and release management.

The specifics of the Value Added Services vary according to the technology, however in general the services fit within the following categories:

- **Project Managed Installation** – offering Buyers an implementation service covering Project Management, Detailed Solution Design, Installation, Configuration, Acceptance Testing and Rollout of the solution.
- **Incident Management** – proactive management of incidents, offering incident and problem reporting service with a 24x7x365 helpdesk for Buyers to report faults to their network under the reactive service and proactively monitoring the customers network, informing the customer of live or potential failures and will fix incidents often before they become service affecting under the proactive service.
- **Configuration Management** – allowing the Supplier to take care of the Buyers configuration changes, archiving and restoration– all essential requirements running in a modern secure communications solution.
- **Performance Reporting** – providing Buyers with near real time health status of their converged voice and data networks via a single dashboard, including Connect Intelligence reporting options where Buyers can receive information about application performance over their network infrastructure, enabling the optimisation of both the design and the performance of applications using the network.
- **Service & Contract Management** – providing a dedicated Service Manager who will act as a consultant for the whole of their managed solution, offering regular face-to-face or telephone service reviews to discuss end-to-end network performance and development.

- **Contract Development Manager** – provides support A Contract Development Manager is a chargeable service to Buyers which is available as part of a Managed Service from BT commercial offering.

Experience.

7,000 corporate and public sector customers across more than 170 countries.



One service one supplier.

We can deliver an end-to-end service on one bill and one contract providing you with predictable costs and reduced management overhead.



Return on Investment.

We provide a complete service at the right price, taking cost out of your business and delivering proven cost savings.



Portfolio.

We have a range of award winning portfolio and service options to meet your business requirements.



Partnership.

We combine the best partners with the best people, process, and technology, supporting the biggest global and UK customers.



1.4 Systems Integration

Buyers trust us to deliver network and IT infrastructure services in a high performance, integrated, and secure way. Our portfolio strategy, the Cloud of Clouds, creates powerful new possibilities by combining our capabilities and expertise with those of our market-leading partners, globally into one cloud ecosystem. This is what truly brings digital initiatives to life for our customers.

Our approach is to define the customer journey and the key stages in it, understand customer behaviours and expectations at each stage, and apply the right technology mix to improve the experience AND reduce costs.

1. Define the customer journey

Organisations can have many different customer journeys – booking an appointment, changing an account, ceasing a service, reporting a fault. So, the first stage is about defining which customer journeys are the important ones, identifying the key stages in them, and highlighting the touchpoints where customers come into contact with you at each stage.

2. Understand customer behaviours

How customers behave and what they expect at each stage of the journey is not a function of their age, nationality or wealth. It's a function of what they're trying to achieve. Understanding what they're trying to achieve, how they feel, and the

actions they'll take as a result will allow you to give optimal treatment to customers. This is beneficial for customer experience and also cost – because it will help you to focus on the points in the journey that matter.

3. Choose the right technology mix.

This is where we introduce our cloud contact services portfolio of products and services that balance customer experience and cost. We've grouped our capabilities into the three key technology areas that are capable of delivering on customer demands and business needs:

Omni-channel: removing technology and information silos to enable a seamless customer experience with your brand.

Automation and self-service: giving customers more independence while driving costs down.

Proactive contact: combining data and analytics to understand customers and create proactive interactions.

Customer advocacy and cost reduction



Omni-channel

Integrating channels across multiple touchpoints to enable a seamless customer experience with your brand

Automation and self-service

Give customers more independence and drive costs down

Proactive contact

Combine data and analytics to understand customers and create proactive interactions

4. Analyse customer interactions.

At the end you want to make sure that this is all delivering what you want – so you need to analyse the journey and the interactions in it to understand (1) if the journey is good and the experience is great, and (2) what this is really costing your business. This is the point at which we analyse customer feedback, NPS and cost per transaction.

Then you can continuously improve your customer journey and the overall experience.

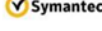
As an aggregator working with the Northern Ireland Public Sector, the Supplier worked with a wide range of new and existing suppliers, providing flexibility and agility to work with the best in the market and incumbents to deliver the best

outcomes for clients. Value for money was set in place at the start of the contract and was maintained throughout:

- All projects over £1m independently reviewed by Gartner – All shown to be VFM
- The Supplier undertook a number of mini competitions to select VFM suppliers
- Gartner whole contract review (2017) – showed the Contract was effective and VFM

The programme of work undertaken was hugely complex, multi-tenanted and multi-faceted in nature of the services and requirements. The Supplier has worked with a large number of suppliers, thirds parties and contractors including IT Assist and wider NI Central Government Shared Service functions such as information and security management.

Our partner ecosystem creates powerful new possibilities by combining our capabilities and expertise with those of our market-leading partners

Cloud club Global digital partners who will operate best on BT's global infrastructure	Security partners Addressing the new cyber challenge with the partners that enable cloud consumption	UC partners Making the promise of digital working and collaboration a reality	DyNS partners An ecosystem to deliver more value, agility and possibilities from SDN	GTM partners Extending GS reach and digital delivery capabilities through local channel partners and leading global SI partners	Industry partners Address the huge demand for device-driven services
               	     	         	      	Telecom partners        System integrators (SIs)        	

List of referenced partners is not exhaustive and does not refer to prioritisation

1.5 Business Intelligence, AI and chatbots

1.5.1 Business Intelligence and Data Visualisation

Business Intelligence allows organisations to find, capture and analyse the information you really need to make well-informed business decisions – in less time and for less money.

Effective analysis and use of Big Data can make a rapid and tangible difference to your business:

- More powerful and targeted information - Big Data can reveal key business insights that will improve your performance, productivity and profitability.

- Better decisions - Big Data improves decision-making and highlights key trends and needs that will guide the direction and speed of new product and service development.
- Stronger business intelligence - Develop new practices for gathering insight and using it for your benefit.

The use of cloud based business intelligence tools allow quick and easy access to key business information to allow better decision making and improve strategic planning.

Business Intelligence can provide self-service reports, charts and dashboard to allow end users to interrogate and analyse data to drive daily decision making. Central data warehousing and Common Data Models ensure “one version of the truth” and organisations are using correct and trustworthy data.

Business intelligence can be developed using Machine Learning, automation and Artificial Intelligence to assist and automate transactional processes and decision making – freeing up time to focus on complex and strategic change and improvements.

1.5.2 Artificial Intelligence

Artificial (or Augmented) Intelligence is transforming the way people interact with businesses – particularly advances such as voice-activated personal assistants which can understand and learn from spoken instructions to complete everyday tasks. It's now possible to tell your smartphone to 'Pay my water bill' or 'Find out where my package is', leaving an AI-enabled personal assistant to do all the legwork. These developments are saving people – and companies - a lot of time and hassle.

Another advancement in artificial intelligence is the emergence of large language models (LLMs) and generative AI, which can produce natural language texts on various topics and tasks. Tools such as Microsoft Copilot leverage these technologies to assist knowledge workers in creating content faster and more effectively, by suggesting relevant sentences or paragraphs based on the context and purpose of the writer. This can help organisations transform their business by enhancing productivity, creativity, and communication.

Copilot for M365 is an AI-powered productivity tool that uses large language models (LLMs) and integrates your data with the Microsoft Graph and Microsoft 365 apps and services. It works alongside popular Microsoft 365 apps such as Word, Excel, PowerPoint, Outlook, Teams, and more. Microsoft 365 Copilot provides real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

- Ask questions, get answers, and generate content using natural language and AI
- Not limited by the date of the AI model
- Does not save or use prompts or answers to train the AI model

- Cites data sources behind answers for reliability and accuracy
- Designed to help with work, learning, and creativity

Other AI capabilities:

Machine learning

This involves building systems that can learn from data to identify patterns and predict future results with minimal human intervention.

Natural language processing (NLP)

NLP involves analysing, understanding, and generating responses to ultimately enable interfacing with systems using human rather than computer languages.

Cognitive computing

This involves learning systems that use data mining, pattern recognition, and natural language processing to interact with humans. Natural language search uses components of cognitive computing.

Optimization & Decision management

Optimization involves deciding how to best use limited resources to find the best option for a given set of constraints through maximizing desired factors and minimizing undesired ones.

Decision Management involves systems that automate and optimize repeatable and operational business decisions.

Chatbots

Chatbots are computer-based programme designed to engage in conversations with user through the use of text. Their primary functions are:

Intent	Ability to interpret the meaning behind a question and understand what user is looking for
Decision	The ability to determine the best why to help a user and where to get the content from
Source Data	Ability to draft a response by accessing content from internal and external sources

Chatbot features and functions

- **Omni-channel customer journey**- Ensure a consistent user experience across all channels i.e. SMS, FB Messenger, Twitter, WeChat, Skype etc.
- **Natural language Processing (NLP)**-The ability of understanding the language between a human and a machine. NLP enable a more human-like interaction.
- **Multiple data sources**-Integrate to backend and third-party systems (i.e. CRM) in order to provide more personalised interactions.
- **Smart Handover**-Automatic escalated to live agent when chatbot don't feel comfortable answering. All relevant information is passed to the agent for a seamless transfer.
- **Data analytics and reports**-Track your performance and identify areas of improvement
- **Learning**-Improvement and development is done through the use of machine learning and human intelligence.
- **Chat engagement**- Enrich the conversation through the use of image recognition, videos, push notice, speech to text, etc.
- **Integration**- Full integration into your contact centre solution, including Cloud Contact Next Generation and Cloud Contact Cisco.
- **Tool kit**- Available tool-set for the customers to self-tune and improve the chatbot.
- **Multi-lingual**-Let your customer interact with your brand in their native language.

1.6 Robotic Process Automation

Robotic Process Automation (RPA) lets organisations automate current tasks as if a real person was doing them across applications and systems. RPA interacts with systems in the same way as a human user. Functionally trained robots are virtual workers and execute rule-based information processes, improving accuracy and efficiency.

Desktop Recording Automation – Multiple, short, record and play tactical automations aimed at navigating systems on the desktop. Automated tasks, often manually triggered, are coded and deployed to users' desktops. This can be implemented quickly and the solution sits on an individual desktop and is managed in isolation by each person running the process

Software Development Kits – Provides a “Virtual API” to facilitate IT projects where interfaces don't exist. These require IT developers to build in the security, change management, development environment and code to make it IT enterprise safe

Virtual Workforce Platform – Single instance, enterprise strength, scalable, server-based capabilities designed to deliver true strategic benefit. Free people up to do

the high value things they do best – think, communicate and resolve with passion and empathy – using their skills to improve the way a business operates. It is flexible and centrally governed.

Suitable for mission critical processes. Robotics are repeating mundane tasks without human error, ensuring compliance and error free processes. This approach also allows for a dashboard that monitors robots' resilience, business and system exceptions.

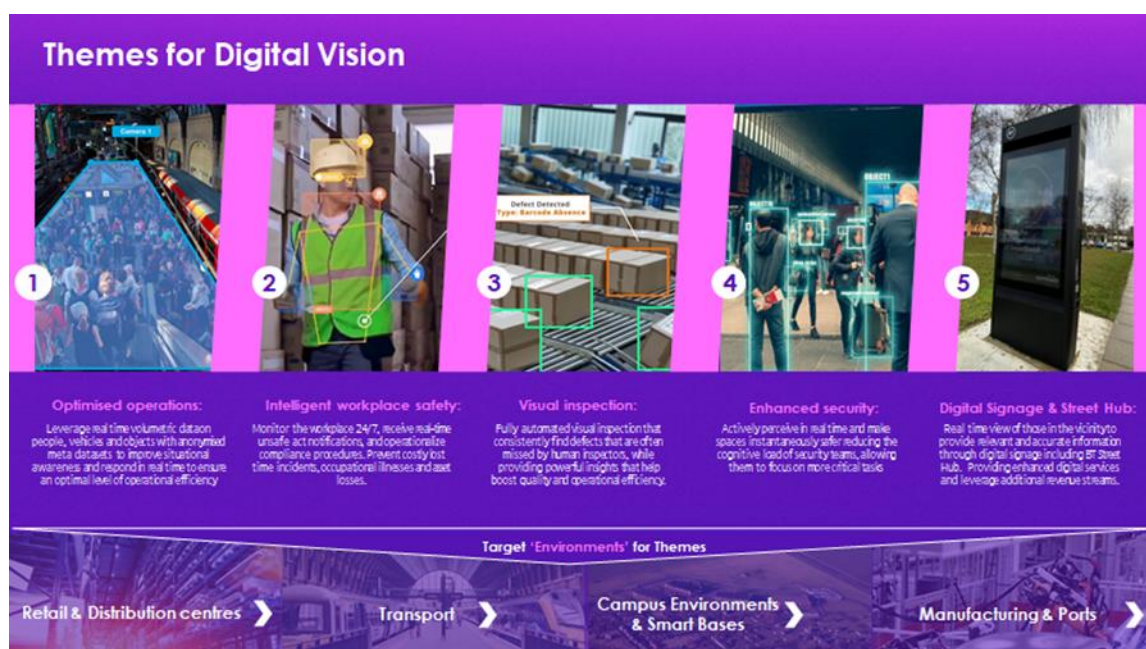
1.7 Digital Vision

Digital Vision is our AI Computer Aided Vision solution. 5G and Edge will be the technology of choice for deploying new video solutions for mission critical applications including surveillance and drone technology to deliver:

- Sophisticated, more accurate analysis of Metadata with precision
- Low latency real-time analysis resulting in proactive alerts fuelling instant decisions
- Ultra reliable connectivity in dense and industrial environments

Key Themes:

- Optimised Operations - Leverage real time volumetric data on people, vehicles and objects with anonymised meta datasets to improve situational awareness to ensure an optimal level of operational efficiency.
- Intelligent Workplace Safety - Security Monitor the workplace 24/7, receive real-time unsafe act notifications, and operationalize compliance procedures. Prevent costly lost time incidents, occupational illnesses and asset losses.
- Visual Inspection - Fully automated visual inspection that consistently find defects that are often missed by human inspectors, providing insights that boost quality and operational efficiency.
- Enhance Security - Actively perceive in real time and make spaces instantaneously safer reducing the cognitive load of security teams.
- Digital Signage and Street Hub - Real time view of vicinity to provide relevant and accurate information through digital signage.

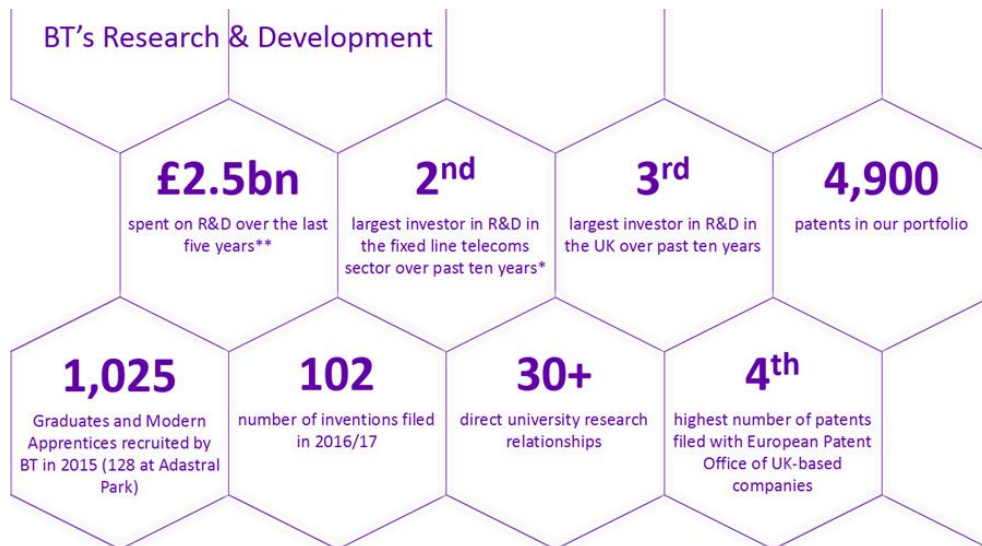


1.8 Innovation and future technology

BT has a proud and long history of innovation, dating back over 180 years to the formation of the world's first telecommunications company.

We invest heavily, spending about £500M/year on research and development.

- Our R&D investment is the third largest in the UK and globally we are the second largest fixed line telco investor
- We have 4,900 patents in our portfolio and file about 100 new patent applications every year
- We have global scouting activities in Silicon Valley, Israel and Asia-Pac. Each year, we meet about 400 new start-ups
- We leverage substantial academic engagements with elite universities around the world, including MIT, Cambridge University and Tsinghua University.
- Our Adastral Park facility is home to our Research & Innovation, (R&I) activity and is Europe's largest test and integration facility
- Our core R&I themes are: Operational Transformation; Networks; Security including Blockchain; Customer Experience; Big Data & Data Analytics; Internet of Things; Artificial Intelligence & Automation
- Adastral Park is very much 'open for business': over 90 high-tech companies are co-located with us as part of 'Innovation Martlesham'. This is a 'collaborative ecosystem' offering accommodation, business mentors, a Business Incubator and a Business Accelerator.



2.2 A trusted partner

The Supplier provides an effective end-to-end ICT and digital transformation strategy which requires a joint effort from many different business areas including operations, customer service, security, and IT departments.

A successful partnership should be built on trust and mutual understanding of goals, responsibilities and working practices. The Supplier in collaboration with the Buyer established a collaborative partnering ethos and approach by establishing a set of partnership principles including:

- build a joint vision and plan for the future,
- build trusting relationships,
- co-location and effective collaboration,
- easy access to key personnel, strategic experts and resources,
- talk openly and frankly,
- work within the spirit not the letter of the contract,
- risk sharing,
- see each other's participation as essential to the success of the partnership,
- work to make each other successful (mutually beneficial)

3 Pricing

All BT Digital Transformation services are delivered on a Time and Materials basis according to the day rates detailed in the SFIA. In addition, where licencing costs are required, (e.g. software, servers, analytical tools) these will be based on the applicable fee for the volume and timeframe that the licences are required.

Where an assessment is focussed on virtual machines the appropriate licence fees will apply. There may be instances where the Buyer requires an application to be hosted/managed. In such situations the appropriate hosting and management costs will be applied subject to the Buyer's specific needs/requirements.

All prices will be exclusive of V.A.T. and expenses.

4 Security Requirements

Due to the nature of the service within scope of this service offer, optional Call-Off Schedules 9A (Security: Short Form), 9B (Security: Consultancy), 9C (Security: Development), 9D (Security: Supplier-led Assurance) and 9E (Security: Buyer-led Assurance) are excluded and the **Suppliers standard Security Management Plan applies only**.

Additionally, BUYER'S SECURITY REQUIREMENTS AND ICT POLICY SECURITY REQUIREMENTS within the Call-Off Order Form will be marked with the option **There are no Security Requirements for the purposes of this Call-Off Contract** and SECURITY ASPECTS LETTER will be marked as **not applicable**.

4.1 The Security Management Plan

The Security Management Plan (SMP) defines the security measures that are implemented, and maintained, by BT. BT will maintain the adherence to the contracted security measures.

The plan supports the provision of the services in scope of this service offer and covers the following:

- Our approach to security
- Our information security policy
- External parties
- Human resource security
- Physical and environment security
- Asset management
- Operation of the plan
- The security lifecycle

4.2 Security Accreditation and Governance Standards

Security accreditation and governance standards will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

4.3 Operational Security

Operational security will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

4.4 Asset Protection

Operational security will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

4.5 Cyber Essentials Certification

Cyber essentials certification was a mandatory requirement to secure a place on the framework as a Supplier and to maintain our place on the agreement, all Suppliers must present evidence to Crown Commercial Service (CCS) of their continued certification.

Therefor the option under CYBER ESSENTIALS CERTIFICATION within the Call-Off Order Form under is marked as not applicable and for the purposes of Call-Off Schedule 27 (Cyber Essentials Scheme), clauses 2.1 to 2.4 are not used.

4.6 Staff Vetting Requirements and Background Checks

Staff vetting requirements will be in line with the details defined within the Suppliers Digital Marketplace submission and this Service Definition document and STAFF VETTING REQUIREMENTS within the Call-Off Order Form will be marked accordingly.

Our recruitment process includes pre-employment screening and vetting prior to placement to ensure adequate levels of confidentiality are maintained, screening includes:

- Application for a criminal record check
- Giving us contact details for reference checks
- Health declaration
- CIFAS- Staff Fraud Database check.

Additional checks are made when dealing with particularly sensitive positions (such those involved with sensitive contracts). The normal undertakings signed by individuals at recruitment include non-disclosure provisions and it is a disciplinary offence to misuse any information obtained from Supplier systems. Offenders are subject to disciplinary action up to and including dismissal and may be subject to prosecution, while ensuring compliance with local legislation.

Due to the nature of the service within scope of this service offer, optional Call-Off Schedule 18 (Background Checks) is excluded and in the event that Supplier Staff do not have the necessary clearance required, the Parties will agree an acceptable alternative such as escorted access.

5 Personal Data

Personal data in relation to services in scope of this service offer is divided into 2 areas:

- Managing the contract
- Managing the services

Personal data, where required to be managed, complies with the requirements of clause 17 Data protection and security, within the Framework Core Terms including new Clause 17.7 included via Framework Special Term 13

5.1 Managing the Contract

Joint Schedule 10 (Processing Data) will be completed to define what types of personal data in relation to managing the contract may be held, the nature and purposes of the processing and will confirm The Parties are Independent Controllers of Personal Data.

5.2 Managing the Service

Where personal data is held as part of delivering the service, how this will be managed will be defined, where applicable, within the Suppliers product specific Terms and Conditions that are attached to the Suppliers Digital Marketplace entry for this service offer. The Suppliers Digital Marketplace entry also confirms details of data storage and processing locations specific to this service.

The Supplier, including any Sub-processors of the Supplier, may from time to time use back-office support and system functions which are located or can be accessed by Users from outside of the UK and/or the European Economic Area. Any such processing will be in accordance with Joint Schedule 10 Paragraph 5.5.2, and for the purpose of clause 5.5.2 (a), the Buyer consents to the disclosure and transfer of Data, including Personal Data, as required in order to provide the Service.

5.3 Sub-processing

The Buyer consents to the Supplier's use of Sub-processors in accordance with the Framework Agreement. The Supplier will ensure that data protection obligations in respect of Processing Buyer Personal Data that are broadly comparable to those set out in the Framework Agreement and will be agreed with any Sub-processors.

The Supplier will inform the Buyer of intended changes to its Sub-processors from time to time, either by providing the Buyer with online access to intended changes or by such other means as the Supplier may determine. If the Buyer does not object to the proposed change within 30 days of this notice, the Buyer will be deemed to have authorised the use of the new Sub-processors.

6 Other Service Considerations

The service described in this Service Definition is based on the Supplier's standard offering for this cloud service and the contract is not defined as a Critical Service Contract. It should be noted that the G Cloud 15 Call-Off Order Form has a number of mandatory schedules, optional schedules and Call-Off Order Form options, and this section clarifies the position of these options for this service as provided by the Supplier. The service will additionally be delivered in line with the Supplier Terms and Conditions included within the Suppliers Digital Marketplace submission.

6.1 Modern Slavery, Environmental Requirements and Sustainability

To comply with the reporting requirements to the Buyer as defined within Joint Schedule 5 (Sustainability) the Buyers can access the Suppliers annual Modern Slavery Report, and where required (for lots 1a and 1b only) its Carbon Reduction Plan here [Our reports & policies - Responsible business | BT Plc](#)

Optional Call-Off Schedule 25 (Additional Sustainability Requirements) is excluded. The Suppliers approach to sustainability, managing our environment, and our modern slavery policies can be found here [Our reports & policies - Responsible business | BT Plc](#)

Optional Call-Off Schedule 26 (Carbon Reduction) is excluded. The Suppliers approach to carbon reduction and our carbon reduction plans can be found here [Our reports & policies - Responsible business | BT Plc](#)

6.2 Financial Difficulties

For the purpose of Joint Schedule 7 (Financial Difficulties), the Ratings Agencies listed within Annex 1 (Rating Agencies and their standard Rating System) will be Standard & Poor and Moody's and for Annex 2 (Credit Rating Thresholds) these will be BB+ for Standard and Poor and Ba1 for Moody's.

BT's published ratings are available [here](#)

6.3 Guarantee

For the purpose of Joint Schedule 8 (Guarantee), the Buyer does not require a Guarantee from the Supplier to award the contract.

6.4 IPR

For the purpose of Call-Off Schedule 1 (Intellectual Property Rights) **Part A Option A3: Supplier ownership of all New IPR with Buyer rights for the current contract only;** applies and is not further amended on the Call-Off Order Form under INTELLECTUAL PROPERTY RIGHTS.

6.5 Staff Transfer

No staff transfer is required and for the purposes of Call-Off Schedule 2 (Staff Transfer) **Part C: No Staff Transfer on the Start Date** only applies.

6.6 ICT Services

ICT services, where applicable, will be managed in line with the details defined within the Suppliers Digital Marketplace submission and supporting Supplier Terms, and where applicable within this Service Definition document and optional Call-Off Schedule 6 (ICT Services) is excluded, and the option under ICT POLICY within the order form will be marked as not applicable. Any maintenance of the ICT environment, where applicable, will be defined within this Service Definition document and the option under MAINTENANCE OF THE ICT ENVIRONMENT within the Call-Off Order Form will be marked as not applicable.

6.7 Business Continuity and Disaster Recovery

Due to the nature of the services within scope of this service offer, optional Call-Off Schedule 8 (Business Continuity and Disaster Recovery) is excluded.

6.8 Corporate Resolution Planning

Due to the nature of the services within scope of this service offer, , which is available only when the Call-Off Contract is not a Critical Service Contract, optional Call-Off Schedule 24 (Corporate Resolution Planning) is excluded.

6.9 Exit Management

Optional Call-Off Schedule 10 (Exit Management) is excluded and at the end of the Call Off Contract Period, the offboarding process will be managed in line with the details defined within the Suppliers Digital Marketplace submission and where applicable within this Service Definition document. The Call-Off Order Form SPECIFIC EXIT MANAGEMENT ASSISTANCE (LOT 1A AND LOT 1B ONLY) and VIRTUAL LIBRARY will both also marked as not applicable.

6.10 Clustering and Leasing

Services will be contracted and invoiced to the Buyers detailed within Framework Schedule 6 (Order Form Template) and as such optional Call-Off Schedule 12 (Clustering) is excluded.

Due to the nature of the services within scope of this service offer, leasing of services is not applicable and as such, optional Call-Off Schedule 22 (Lease Terms) is also excluded.

6.11 Implementation Plan and Testing

Due to the nature of the services within scope of this service offer, optional Call-Off Schedule 13 (Implementation Plan and Testing) is excluded and the services in scope will be implemented and tested in line with the details defined within the Suppliers Digital Marketplace submission and this Service Definition document.

6.12 Performance Levels

Due to the nature of the service within scope of this service offer, optional Call-Off Schedule 14 (Performance Levels) is excluded and the service levels provided are as defined within the Suppliers Digital Marketplace submission and this Service Definition document.

6.13 Service Credits

Any service credits for the services within scope of this service offer will be as detailed, where applicable, within this Service Definition document and SERVICE CREDITS within the Call-Off Order Form will be marked accordingly.

6.14 Call Off Schedule 17 (MOD Terms)

Where optional Call-Off Schedule 17 (MOD Terms) is required, this will be based on no additional DEFCONS or DEFFORMS being added within Annex 1 which incurs additional costs to the Supplier.

6.15 Call Off Specification and Deliverables

The services will be delivered in line with the Suppliers Digital Marketplace submission and this Service Definition document and as such, optional Call-Off Schedule 20 (Call-Off Specification) is excluded.

6.16 Call Off Special Terms

Due to the nature of the services within scope of this service offer based on the Supplier's standard offering for this cloud service, no additional call off special terms are introduced into the Call-Off Order Form under CALL OFF SPECIAL TERMS

6.17 Service Request Process

The service request process will be as defined within the Suppliers Digital Marketplace submission and this Service Definition document and SERVICE REQUEST PROCESS within the Call-Off Order Form will be marked accordingly.

6.18 Minimum Commitments

Any MINIMUM COMMITMENT(S) where applicable noted within Call-Off Order Form will be aligned to those as defined within the Suppliers Digital Marketplace submission and Suppliers Price Card where applicable and MINIMUM COMMITMENT(S) within the Call-Off Order Form will be marked accordingly.

6.19 Maximum Liability

The limitation of liability for this Call-Off Contract remains as stated in Clause 14.2 of the General Terms (as that Clause 14.2 has been amended pursuant to Framework Special Term 12 as set out in the Framework Award Form) and is not further amended on the Call-Off Order Form under MAXIMUM LIABILITY.

6.20 Additional Insurances

There is no requirement for additional insurances which will remain as defined within Joint Schedule 3 (Insurance Requirements) and ADDITIONAL INSURANCES on the Call-Off Order Form will be marked as not applicable.

6.21 Product Roadmaps

Any defined product roadmaps, where applicable, will be defined within this Service Definition document and PRODUCT ROADMAP (IF APPLICABLE) within the Call-Off Order Form will be marked as not used.

6.22 Quality Plans

Any defined quality maps, where applicable, will be defined within this Service Definition document and the option under QUALITY PLANS within the Call-Off Order Form will be marked as not applicable.

6.23 Social Value Commitment

Social value is at the heart of our purpose, driving impactful initiatives that address the needs of diverse communities across the UK. Our dedicated Social Value team have a focus on sustainability, community, sponsorship, charity, and the environment.

We're increasing digital inclusion and giving back to local communities through on-the-ground initiatives that make real-world positive changes.

The five pillars of social value at BT are:

- Outreach: no one is forgotten in our social value delivery.
- Improvement: continuous improvement in our delivery.
- Sustainability: our incentives are built to last.
- Engagement: user voice at the forefront and not an afterthought.
- Equity: leveraging our power to mobilise individuals, institutions, and communities

Details and reporting on what we are doing around social value can be found here [Social Value At BT | About Us](#) and SOCIAL VALUE COMMITMENT within the Call-Off Order Form will be marked accordingly and no additional bespoke commitments or reporting will be included.



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Registered office: One Braham, Braham Street, London, E1 8EE

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BT is an ISO 9001 Registered Company

Company information

Parent Company: BT Group plc

Company Legal Entity Name: British Telecommunications plc

Company Trading Name: BT

Address: One Braham, Braham Street, London, E1 8EE

Web Address: <https://business.bt.com/>