



Terms and Conditions

G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

1. Status and precedence

This document provides service-specific information relating to the Concerto solution offered under the G-Cloud 15 Framework.

This document does not override, amend, or replace the G-Cloud Framework Agreement, the Call-Off Contract, or the Order Form.

In the event of any conflict between this document and the G-Cloud Framework Agreement or the Call-Off Contract, the Framework Agreement and Call-Off Contract shall take precedence.

2. Service Overview

Concerto is a cloud-hosted Integrated Workplace Management System (IWMS) designed to support the management of land, property, estates, assets, compliance, maintenance, and related operational processes across the asset lifecycle.

The Concerto software solution is wholly owned by the Bellrock Group and is provided by Concerto Support Services Ltd, a Bellrock Group company, which acts as the Supplier under the G-Cloud Framework and any resulting Call-Off Contract.

The service is delivered as Software as a Service (SaaS) and provides a single system of record for property and asset data, supporting standardisation, automation, reporting, and governance across the Buyer's estate.

Concerto is modular and configurable. Functionality is enabled based on the service line procured and the scope defined in the Call-Off Order Form.

3. Scope of Service

The Concerto service supports a range of functional areas, which may include (but are not limited to), depending on the service line procured:

- Asset and property management
- CAFM and maintenance management
- Compliance and statutory management
- Planned and reactive works
- Risk assessments and surveys

- Financial control, ordering, and invoicing
- Project and programme management
- Reporting, dashboards, and analytics

The service is delivered as a cloud-hosted Software as a Service (SaaS) solution. All primary application hosting and customer data processing is performed within the United Kingdom using Microsoft Azure cloud services.

The Concerto service is delivered directly by the Supplier and does not rely on subcontractors for the provision of the core application service.

The specific functionality and modules included for each Concerto service line (for example IWMS, CAFM/Assets, Estates, or Projects and Programmes) are defined in the relevant Digital Marketplace service listing and the scope captured in the Call-Off Order Form.

The service does not include bespoke software development, third-party licences, or services outside the agreed scope unless explicitly stated in the Call-Off Contract.

4. Onboarding and mobilisation

Onboarding and mobilisation approach

Successful onboarding is critical to enabling effective use of the Concerto solution and supporting early value realisation.

Concerto onboarding is delivered using a structured mobilisation approach designed to establish clear ownership, effective collaboration, and shared understanding of scope, priorities, and ways of working.

The onboarding approach described below sets out how mobilisation is delivered for Concerto services. It is provided to support transparency and consistency of delivery and does not replace or override the G-Cloud Framework Agreement, the Call-Off Contract, or the Order Form.

Supplier onboarding approach

During onboarding, the Supplier:

- Provides an experienced onboarding team and a named delivery lead
- Develops and maintains an onboarding plan aligned to the Buyer's objectives
- Coordinates onboarding activities, workshops, and delivery milestones
- Provides guidance, training, and onboarding materials
- Uses agreed tools and platforms to support communication and progress tracking

- Identifies and escalates delivery risks where appropriate

Buyer participation and roles

Effective onboarding requires active participation from the Buyer. Onboarding is delivered on the basis that the Buyer identifies appropriate contacts and roles, which include:

Project Sponsor

Provides senior ownership, supports decision-making, and acts as an escalation point.

Customer Onboarding Lead / Project Manager

Coordinates Buyer participation, schedules resources, and acts as the primary day-to-day contact.

Data Owner

Supports data preparation, validation, and post-go-live data stewardship.

Senior Users / Subject Matter Experts

Provide operational input, support configuration decisions, and assist with user adoption.

Super Users / Administrators

Support system administration, user management, and internal training activities.

The specific individuals fulfilling these roles are confirmed during mobilisation and reflected in the onboarding plan.

Onboarding activities

Onboarding includes activities such as:

- Discovery and confirmation of scope
- Configuration workshops
- Data preparation and migration activities
- User access configuration
- Training and knowledge transfer
- Go-live readiness and early life support

The sequencing, format, and cadence of onboarding activities are agreed following Call-Off award, taking into account the Buyer's requirements, data readiness, and delivery context.

Governance and progress review

Onboarding delivery is supported by regular progress reviews to:

- Confirm completed activities
- Identify upcoming tasks and dependencies

- Highlight risks or issues
- Agree next steps

Feedback mechanisms are used to support transparency and continuous improvement during onboarding.

Change management during onboarding

Onboarding is delivered in line with the scope captured in the Call-Off Contract. Any changes or additions to scope are managed through the Call-Off change control process.

Important note

This onboarding approach describes the Supplier's delivery model for Concerto services. All contractual obligations, rights, remedies, and commercial terms are governed solely by the G-Cloud Framework Agreement, the Call-Off Contract, and the Order Form.

5. Service delivery and support approach

The Supplier provides application support services to support the effective operation of the Concerto solution.

The support approach and service targets set out below describe the Supplier's standard support model and are provided for information and transparency only. They do not override or amend the G-Cloud Framework Agreement, the Call-Off Contract, or the Order Form.

Any contractual service levels and remedies are governed solely by the Call-Off Contract.

Support coverage and channels

Support services are provided during the following standard operating hours:

- **Days:** Monday to Friday
- **Hours:** 09:00 to 17:00
- **Exclusions:** England Bank Holidays

Support requests may be raised via:

- Telephone during standard operating hours
- The support portal, available 24/7 (subject to planned maintenance periods)

Support categorisation and response targets

Support requests are prioritised according to severity to support effective triage and resolution.

Severity	Description	Target response time	Target resolution approach
Critical fault	The application is non-operational with no available workaround for business-critical operations, or an issue resulting in data loss.	Within 2 working hours	Resolution targeted within 1 working day
Major fault	Core operations are significantly restricted, though limited business operation remains possible.	Within 2 working hours	Resolution targeted within 2 working days
Important fault	Peripheral functionality is impaired or operating incorrectly, causing inconvenience to non-critical operations.	Within 2 working hours	Addressed in a subsequent planned release
Minor fault	Cosmetic issues, minor errors, or enhancement requests.	Within 2 working hours	Considered for a future release

Availability target

The Supplier operates the Concerto service with a **cloud uptime availability target of 99.9%**.

Availability targets relate to the core application service and exclude planned maintenance periods.

Software updates and enhancements

Access to software updates and enhancements to the licensed solution areas is included as part of the annual subscription, where such updates and enhancements are made available.

Important note

The support approach, availability targets, and response targets described above represent the Supplier's standard operating model. They do not create contractual guarantees, penalties, or remedies outside those expressly set out in the Call-Off Contract.

6. Security and compliance

Security, hosting, and data protection

The Supplier operates the service in accordance with recognised information security and data protection standards to support the secure operation of the service.

This section describes the Supplier's standard security, hosting, and governance approach and is provided for information and transparency only. It does not override or amend the G-Cloud Framework Agreement or the Call-Off Contract.

Hosting and data residency

The service is delivered as a cloud-hosted Software as a Service (SaaS) solution.

All primary application hosting and customer data processing are performed within the United Kingdom, using Microsoft Azure cloud services hosted in UK data centres.

Each Buyer is provided with a logically segregated application environment and associated database.

Data protection roles

For the purposes of data protection legislation:

- The Buyer acts as **Data Controller**
- The Supplier acts as **Data Processor**

The Buyer is responsible for determining appropriate data classification and for ensuring that the service is used in accordance with applicable data protection and information assurance requirements.

Information security governance

The Supplier operates an information security management framework aligned with recognised standards, including:

- **ISO/IEC 27001**
- **Cyber Essentials** and **Cyber Essentials Plus**

- NHS Data Security and Protection Toolkit (DSPT), where applicable

Security governance, policies, and procedures are reviewed and maintained as part of the Supplier's wider information security management system.

Access control and authentication

Access to the service is controlled through role-based access controls and configurable security profiles.

Authentication mechanisms supported by the service include:

- Username and password authentication
- Multi-Factor Authentication (MFA)
- Identity federation with supported identity providers

Administrative access to the service is restricted and protected using enhanced authentication controls.

Data protection in transit and at rest

Data transmitted between the Buyer and the service is protected using TLS encryption (version 1.2 or above).

All customer data stored within the service is encrypted at rest using AES-256 encryption, in line with recognised cloud security principles.

Vulnerability management and testing

The Supplier operates a continuous, risk-based vulnerability management approach as part of its secure development lifecycle (SDLC).

Vulnerability identification, assessment, and remediation activities are embedded within the Supplier's development and release processes and are considered as part of ongoing product development and maintenance planning.

This includes:

- Regular vulnerability scanning
- Independent penetration testing at least every six months
- Assessment and prioritisation of findings by severity
- Remediation through controlled change management processes

Monitoring and incident management

The Supplier operates centralised security monitoring to support detection of potential security events, including unauthorised access attempts and abnormal activity.

Security incidents are managed through a formal incident management process aligned with recognised standards, including assessment, containment, remediation, and post-incident review.

Secure development and change management

The service is developed and maintained using secure development practices.

Configuration changes and releases are managed through a structured change management process, ensuring that changes are risk-assessed, tested, approved, and auditable.

Data retention and sanitisation

Customer data is retained in accordance with the Call-Off Contract and applicable data protection requirements.

Upon contract expiry or termination, data is sanitised and disposed of using recognised data sanitisation approaches, including cryptographic erasure and secure destruction processes, in line with industry standards.

Integration security

Where integrations with third-party systems are implemented, access is controlled in accordance with the agreed technical design for the integration.

Integration security controls are defined as part of the technical design process and may include the use of APIs, file-based interfaces, secure data exchange mechanisms, or other agreed integration methods, as appropriate to the integration scenario.

Access is restricted to approved functions and data flows and is subject to authentication, authorisation, and access controls designed to protect system integrity.

Important note

Details of the Supplier's security controls, certifications, and technical measures are published on the Digital Marketplace service listing. Contractual security obligations, remedies, and audit rights are governed solely by the G-Cloud Framework Agreement and the Call-Off Contract.

7. Customer responsibilities

Delivery of the Concerto service is based on collaboration between the Supplier and the Buyer.

The service is delivered on the assumption that the Buyer will:

- Appoint appropriate business and technical contacts to support onboarding and ongoing service delivery

- Provide timely access to relevant data, documentation, and information required for configuration and migration activities
- Participate in onboarding, configuration, and review sessions in line with the agreed delivery plan
- Make timely decisions where required to support delivery progress
- Engage with relevant third-party vendors where integrations with external systems are required

The Supplier's delivery approach, timelines, and effort estimates are informed by these assumptions.

Where delivery activities are delayed or impacted due to dependencies outside the Supplier's control (including delayed Buyer input or third-party dependencies), this may affect delivery timelines and is addressed through the Call-Off change control process.

Important note

This section describes delivery assumptions only. All contractual obligations, remedies, charging mechanisms, and commercial protections are governed solely by the G-Cloud Framework Agreement, the Call-Off Contract, and the Order Form.

8. Dependencies and constraints

Delivery and operation of the Concerto service are dependent on a number of factors outside the Supplier's direct control.

The service is delivered on the basis that:

- The Buyer provides access to suitable network connectivity, devices, and supported browsers
- The Buyer's data is made available in agreed formats and within agreed timeframes
- Third-party systems, platforms, and vendors required for integrations are accessible and supported by the Buyer
- External services and infrastructure operated by third parties (including identity providers and external data sources) remain available

The Supplier does not control the availability, performance, or security of third-party systems, Buyer infrastructure, or external service providers.

Where dependencies or constraints outside the Supplier's control impact service delivery, onboarding, integrations, or timelines, these impacts are addressed through the Call-Off change control process.

Important note

This section describes operational dependencies and constraints only. It does not create contractual obligations, remedies, or liabilities beyond those set out in the G-Cloud Framework Agreement and the Call-Off Contract.

9. Change management

Changes to the Concerto service, including changes to scope, configuration, integrations, environments, or services, are managed through the Call-Off change control process.

Change control is used to assess, agree, and document any proposed changes, including consideration of impact on scope, delivery approach, timelines, and charges where applicable.

No changes are implemented outside the agreed Call-Off change control process.

Where changes are requested during onboarding, mobilisation, or live service operation, these are assessed and, where agreed, delivered in accordance with the terms of the Call-Off Contract and the applicable pricing tables.

10. Exit and offboarding

The Supplier operates a standard offboarding process to support Buyer exit at the end of the Call-Off Contract term or following termination, in accordance with the G-Cloud Framework Agreement and the Call-Off Contract.

Under the Supplier's standard offboarding process, Buyer data is made available in commonly used electronic formats. This process may include:

- Provision of structured data extracts in a tabular format (for example, spreadsheet files), with separate datasets representing key modules and entities such as sites, blocks, ownerships, and occupations
- Provision of documents uploaded to the service, organised in a logical folder structure aligned to the Buyer's estate and data model

Data is transferred using secure mechanisms, which may include password-protected or encrypted archive files.

The specific data formats, structure, delivery method, and timelines for offboarding are confirmed at Call-Off Contract commencement and captured in the Order Form.

Following completion of offboarding activities, Buyer data is securely sanitised and disposed of using recognised cloud platform tooling and industry-standard data destruction processes, in line with applicable data protection requirements.

Important note

This section describes the Supplier's standard offboarding approach for information only.

- Offboarding arrangements, notice periods, formats, validation processes, and timelines are governed by the Call-Off Contract and the Order Form
- Any variations to the standard offboarding process are subject to agreement at Call-Off Contract commencement and delivered in accordance with the Professional Services Rate Table

11. Evaluation access and demonstrations

From time to time, the Supplier may provide access to demonstrations or evaluation instances of the Concerto solution for assessment purposes only.

Any such evaluation or demonstration access is provided outside the Call-Off Contract, is time-limited.

Evaluation or demonstration access is offered at the Supplier's discretion and is not guaranteed.



Optimising today.
Transforming tomorrow.

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