

Agreement for Jisc Cloud Solutions

Between

JISC SERVICES LIMITED, (company number 2880124) whose registered office is at 4 Portwall Lane, Bristol, BS1 6NB (**Jisc**)

AND

UK Shared Business Services (company number 287461957) whose registered office is Polaris House, North Star Avenue, Swindon, SN12 1FF (**Customer**).

Order Form

This Order Form is an integral part of the Agreement (as defined in the terms and conditions for Jisc Cloud Solutions) between Jisc and the Customer, along with the Schedule(s). It outlines the Services to be delivered, including associated fees and payments.

Jisc Contact Details:	Sales Order Ref: (Must be quoted on all correspondence)	UKSBS_01_04_24
	Sales Order Date:	20/03/2024
Customer Contact Details:	AWS Managed Service contract renewal 01/04/2024 – 31/03/2025	

Jisc will supply the following Services under the Agreement:

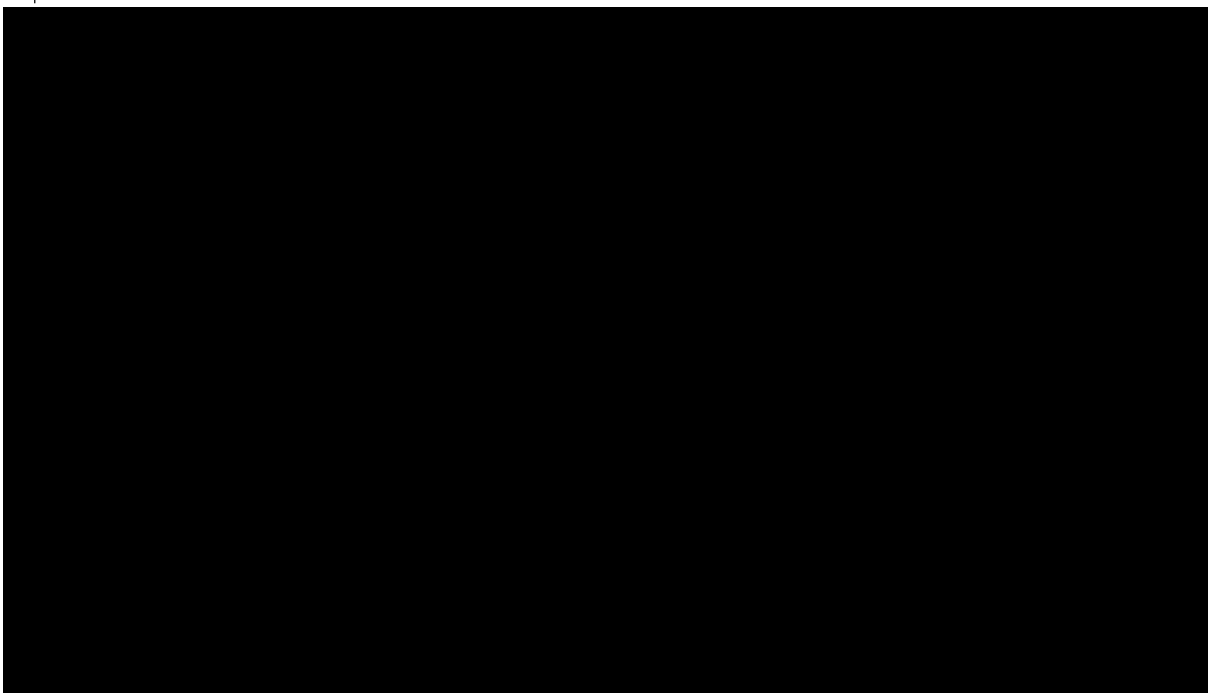
Description of Services
The following services (tick box for each service to be provided):

☐ * AWS Resell via the OCRE Framework, contract dated 30/11/21. Plus Jisc Enhanced Managed Service.

This is a consumption-based service so charges will vary.

The following indicative costs were based on the requested baseline consumption figures of £190,000 for the Jisc managed environment and £55,000 for the self-managed environment.

Details of the breakdown for -



Combined annual renewal estimate £396,254 ex vat

Start Date	01/04/2024
Contract Period	This contract shall be let for a period 1 year with the option to extend 1 year (1 + 1 basis).

Timetable

As per dates detailed above.

Fees and Expenses (ex VAT)

Estimated total: £396,254 + VAT

Estimated total including contingency: £440,000.00 + VAT

Payment Timetable

Payment timetable is set out at Clauses 5 and 10 of the terms and conditions for Jisc Cloud Solutions, depending upon the Services chosen by the Customer.

All services provided and work carried out by Jisc in the provision of these services will be invoiced monthly in arrears.

Dispute Resolution Contacts: (see Clause 24 of the terms and conditions)	Escalation Level	Jisc Contacts	Customer Contacts
	First Level		
	Second Level		
	Final Level		

Privacy Notice:

By providing information in this Order Form you agree that you have asked us to process it as described in our **standard privacy notice**: <https://www.jisc.ac.uk/website/privacy-notice>

You may instruct us to stop processing it at any time by emailing help@jisc.ac.uk and asking to be removed from communications around this Service. Until then, we'll use it only to contact you regarding the Service, including updates on progress and any related purchasing information.

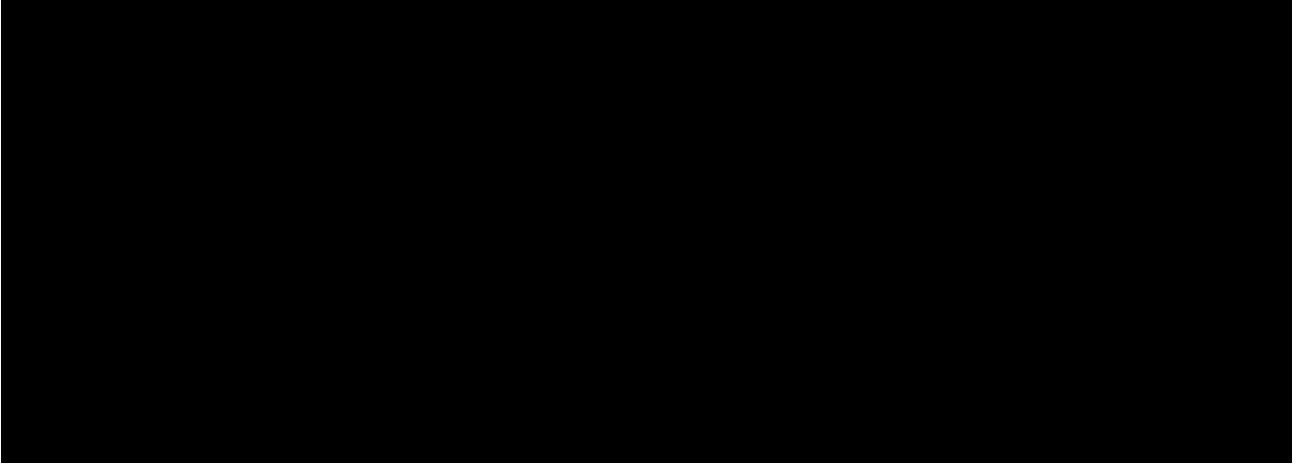
Special Conditions:

n/a

This Agreement shall be governed exclusively by the terms and conditions for Jisc Cloud Solutions appended hereto, except where excluded, varied, amended or incompatible with the text of the Order Form, in which case, the terms contained in this Order Form are to take precedence.

By signing this Order Form the Parties accept the terms set out in this Order Form and the terms and conditions for Jisc Cloud Solutions and by their signatures below agree to be bound by the terms of the Agreement.

Signed by a duly authorised officer / representative for and on behalf of the Customer:



Schedule 1

Cloud Consultancy and Professional Services

Service Summary

Jisc's Cloud Professional Services provide specialist technical and business consultancy to organisations using or planning to use cloud-based IT service delivery models. Jisc has a broad range of practical experience in relation to managing many aspects of cloud service design, migration and operation. We draw on this experience to offer organisations skilled, flexible and pragmatic resources to meet short-term business challenges and/or to contribute to, or lead, long-term projects or cloud-centred IT transformation programmes.

1 Functional overview

Jisc provides the following Professional roles using appropriately qualified and experienced staff. These roles are available for leading public cloud vendors such as Microsoft, AWS and Google. As well as offering staff for set pieces of work or projects, resource can be booked on an ad-hoc basis with no minimum or maximum requirements in terms of timescales.

- Cloud Consultant
- Project Manager
- Cloud Solution Architect (AWS or Azure certified)
- Service Consultant
- Security Consultant
- Technical Specialist
- Data Specialist
- Database Architect
- Network Consultant

These roles will be provided for an agreed duration, at a day rate dependent on the length of the required engagement.

As an established Cloud Service Provider, Jisc has a broad range of practical experience managing many aspects of cloud service design, migration and operation. We can offer one or a combination of the following consultancy engagements. The specific deliverables will be agreed at the time the contract is placed reflecting the actual requirements.

- **Cloud Architecture Review** – to review your existing cloud estate from the perspectives of operations, security, reliability, performance and cost optimisation and to make recommendations for improvements to your processes and infrastructure as well as assessing the business drivers for, and benefits of, strategic cloud adoption.
- **Cloud Design & Deployment** – to develop a detailed set of requirement specifications and resulting low-level designs which, when implemented, will support new and/or legacy services

on cloud infrastructure, aligned to your cloud roadmap and to deploy those designs using 'infrastructure as code' approaches.

- **Cloud Migration** – to support the migration of services from legacy providers and/or on-premise infrastructure to Microsoft Azure, Amazon Web Services or Google Cloud Platform, including working with you to optimise costs and efficiency.
- **Microsoft 365 Migration** – to support the migration of collaborative tools such as email from legacy providers and/or on-premise infrastructure to Office 365

2 Non-functional overview

The service provides:

- On-shore UK staff resource
- Customer 'on-premise' working, subject to agreement
- Staff Curriculum Vitae, detailing relevant skills, experience, references and availability for interview
- Staff rates for Cloud Professional Services resourcing on a day rate basis
- A customer contact point for service requests, change requests and escalations
- Committed service levels for responses to customer requests and service deliverables

3 Information assurance

In delivering Cloud Professional Services to designated customer security requirements, Jisc staff will comply with customer security policies and procedures. Jisc staff will work with the customer to gain any required security clearance. Any Jisc provided infrastructure, software and network connectivity will be used in line with customer security requirements and processes.

4 Jisc data storage and processing locations

Jisc will store and process any service-related data to information assurance requirements and procedures. All data will remain in the European Economic Area unless agreed otherwise. For example customers may prefer to use a cloud provider's UK region.

Annex 1: Consultancy/Professional Services Proposal

Not applicable

Schedule 2

Managed Azure

Service Description

1 Summary

Microsoft Azure provides a market leading suite of compute, storage and associated services that allows you to dynamically provision infrastructure in the cloud. The services are designed to make web-scale computing easier for developers and service providers.

Jisc is a Microsoft Cloud Solution Provider (CSP) with a Microsoft Gold Cloud Platform competency. Jisc has extensive expertise in the Microsoft Azure platform allowing us to become your strategic business partner at any stage of cloud maturity. We can assist and facilitate procurement, design and delivery of Microsoft Azure with a support wrapper and ongoing full life-cycle management.

For clarity, flexibility and ease of consumption we have designed our Azure Managed offering around a 'core' support service. Whilst our core support service is designed for customers wishing to largely manage Azure environments themselves, our pricing includes many extras including patching, monitoring and consolidated billing. A key benefit is that the Jisc core support service costs no more than if you were to buy Azure services directly from Microsoft.

If you wish to extend the service further, we offer a range of additional service options that can be ordered at any time throughout the service period.

By engaging with Jisc and building on the core support offering, you can create your own 'custom' managed service offering. We believe this offers organisations the most agility, allowing engagements even when the ultimate requirements are not clear. Jisc consultants are experienced in helping you shape your cloud adoption strategy and identifying future requirements.

2 Features and Benefits

2.1 Features

- ITIL aligned service management
- ISO27001 compliance
- Access to call management system for logging and tracking incidents and requests
- Incident, service request and change request handling
- Consolidated and itemised monthly billing
- Core cloud support wrapper with a range of service options
- Included consultancy resource
- Patching and anti-malware services
- Quarterly review meetings and advice regarding new Azure services

- Monitoring of your critical systems and alerting when O/S and infrastructure thresholds are met
- Reporting includes monthly reports on service availability, service incidents, patching and anti-malware updates and best practice
- Standard Azure list price, billed in UK pounds
- Highly resilient solutions across multiple Azure availability zones

2.2 Benefits

The benefits associated with this service include:

- Not for profit organisation with extensive experience in education, research and the public sector
- Jisc Cloud Solutions team members are highly certified in AWS, Azure, GCP and cloud security so giving you access to extensive expertise and experience in cloud and digital transformation
- Flexible approach to service offering allowing you to find your 'fit'
- Long lasting relationships through collaborative working and knowledge sharing
- Allows you to focus on your core priorities and business whilst we manage your Azure environment
- Clear and consolidated billing reducing administration overhead
- Charged on a monthly basis in arrears
- Efficient administration with a single point of contact for billing
- Patching and anti-malware updates included in the service providing peace of mind
- Monthly reporting allowing you to evaluate usage and run efficiently within the cloud
- Upskilling your staff as we share our knowledge and findings relating to security and best practice
- Confidence that solutions are 'best of breed' and technically current as the pace of technology changes
- Jisc can help identify how you can increase technical agility to the organisation, leveraging the Azure platform to deliver more capability than traditionally available
- Automated deployments ensuring consistency, repeatability and minimising support issues
- Managed, secure and highly flexible hybrid solutions
- Connectivity via the Internet, Microsoft Azure Express Route, Janet, PSN and N3
- Direct route to Azure consultants to discuss requirements and scope of future projects.

3 Service Description

The Jisc Managed Azure service allows organisations to procure and use technologies and services from the vast Microsoft Azure catalogue, designed, implemented and supported with the expertise and experience of Jisc.

The full list of resources which can be procured is listed at <https://azure.microsoft.com/en-gb/services/>

3.1 Core Service Offering

The Managed Azure service primarily provides support for the compute, storage, database, networking, security and identity management features of Azure. We can also manage many of the other services provided by Azure, where pricing will be based on our SFIA rate card.

Our managed service is typically bought in conjunction with buying Azure services through us. However, if you have an alternative procurement route for Azure, e.g. by buying through an Enterprise Agreement (EA) or Enrollment for Education Solutions (EES - including the EES Chest Agreement) from your preferred Licence Solution Provider, you can buy our managed service in isolation. In this case, see Appendix 1 for pricing details.

Further details of what is included in our core service offering are provided below. It may be that you already have some of these items in place and that they are therefore not required. In these cases, we are happy to provide a review of what you have, where we have knowledge of the systems you are using.

• General
We will create and configure your Azure subscription(s). We will provide you with access to an 'administrator' username if you require it.
• Monitoring and alerting
<p>We will configure monitoring of both the underlying Azure infrastructure services and any virtual machines that have been deployed by us and send alerts when agreed thresholds are exceeded including:</p> <ul style="list-style-type: none"> • Memory • CPU • Storage • Network traffic <p>The alerts will be sent by email to a distribution group you specify during setup of the managed service.</p> <p>We will provide you with access to Azure Monitor and will work with you to configure appropriate dashboards.</p>

• Incident handling, service requests and change requests

You will be provided access to our service desk (see below) to log and track incidents and raise service requests and change requests. Telephone and email support is also provided. Our service desk team is all UK-based.

Where you are buying Azure services through us or where you are buying through an EA or EES agreement and have granted us Delegated Admin Privileges, our pricing includes access to Microsoft Premier Support. Where we are unable to resolve an incident or change request, our team will act as an intermediary between you and the Microsoft Premier Support team.

Service requests and change requests are typically undertaken on a T&M basis.

Working hours for the core service are 08:00-18:00 Mon-Fri.

• Named technical contact

We will provide you with a named contact for technical and other queries.

• Reporting

Reporting included in the core service includes the following. All reports are provided monthly unless otherwise specified:

- Patching – A report detailing the status of patching across your estate
- Incident management – A report detailing the number of incidents raised against SLAs
- Security and compliance – A report detailing recommendations against CIS Benchmark Level 1 compliance
- Cost optimisation – A report detailing how cost savings could be made across your estate

• Access to our cloud consultants, architects and engineers

If you have an in-house IT team, you may wish to take our core service with additional consultancy that you can call on when required. Our extensive experience in Azure and other leading cloud providers and technologies can provide that support when required, whether that be for advice, design or hands-on working with your team.

• Patching

The setup and configuration of patching of your VMs is included as part of on boarding into the managed service. We will provide monthly reports as to whether the patching has been successful or not. As part of the core offering, we do not fix the issues, we advise you of them. However, change requests can be raised to request changes.

In cases where we have built your environment, we will work with you to agree the patching configuration and schedule. If you have an already established an environment and a patching schedule, we can provide a review of what you have in place during the managed service onboarding process, if required.

• Anti-malware – Windows servers only

We include the setup and configuration of Windows Defender as part of our core service offering for your Windows servers. Whilst this is a robust and stable service it may not offer everything required for all customers such as ongoing monitoring, alerting or support of Linux or other operating systems. A comprehensive enhanced anti-malware solution is offered as an add-on.

In cases where we have built your environment, we will have worked with you to agree the anti-malware configuration and update schedule. If you already have an established environment and update-schedule we can provide a review of what you have in place during the managed service onboarding if requested.

• **Automated billing**

You will get access to our billing portal, providing near real-time overviews of your Azure spend. You will also receive a consolidated monthly billing report, broken down by Azure service and clearly identifying our managed service costs. An example report can be provided on request.

Please see Annex 1 for pricing details.

3.2 Service Options

Building on the core support offering, you are able to select from some, or all, of the following:

3.2.1 Enhanced Support

Our core offering is suitable for many education and public sector organisations. However, there are certain circumstances and critical systems that require an additional level of support.

Our Enhanced Support provides:

- Enhanced 24/7 monitoring, proactive alerting and reactive support for designated systems
- Two days free consultancy annually with our Azure Solution Architects or Cloud Consultants, consumed in up to four half-day sessions if desired¹
- Automated power on/off scheduling for selected VMs according to your requirements to help minimise your Azure costs
- Pro-active alerts if your public-facing web services hosted on Azure become unavailable and a monthly report detailing their overall availability
- A free annual security review (see below).

3.2.2 Annual Security Review

We will undertake an annual security review of your infrastructure, including an automated check against CIS Benchmark Level 1 followed by a more thorough architectural review. We will deliver a report with recommendations. We will agree with you what remediation actions are required, how quickly they need to be made and who will make them. Any remediation actions done by us will be undertaken as change requests on a T&M basis.

¹ Limited to customers that are spending at least £60,000 annually on their Azure consumption

3.2.3 Managed Backup

Tailored to your needs with ongoing monitoring, reporting and incident resolution, our Managed Backup solution for VMs and Azure SQL Databases has simple, per VM pricing and includes configuration and scheduling of lifecycle and retention policies. VM and file recoveries are treated as service requests and charged on a T&M basis.

3.2.4 Enhanced Anti-malware (AV)

Enhanced Anti-malware provides peace of mind for critical applications and services. As per other products the pricing is straightforward and per VM. The service is based on a COTS anti-malware solution, configured to your requirements including reporting, monitoring and alerting.

Where you are also buying Managed Backup, we will recover systems to a last known good state in the event of a malware compromise.

3.2.5 Hybrid Solutions

For customers that have requirements to make use of hybrid or multi-cloud solutions (using on-premise or collocated facilities or other cloud providers) we can work with you to procure and manage infrastructure and connectivity (including PSN and Janet) as required. For example, such facilities may be required as a short-term, stop-gap mechanism during a cloud migration exercise or might form part of a longer-term hybrid cloud strategy.

3.2.6 Enhanced Security

Security is key to all our public cloud deployments. However, in some scenarios further enhancements may be necessary in order to meet compliance or assurance requirements. Enhanced Security provides Security Center Standard for all resources, AAD P1 (Conditional Access) configuration, benchmarking to CIS Level 2, configuration of Azure Firewall or alternative web filtering solution, longer log file retention, defence in depth configuration and IAM controls, Azure Policy configuration, Enhanced Security/NVA if required, higher quantity and quality alerting with automation on a 24x7 basis, Azure DDoS configuration and enhanced endpoint protection (including ransomware protection and IDS/IPS configuration). We will review your cloud architecture quarterly, providing security/compliance recommendations and upgrades.

Enhanced Security is only available for customers that also buy Enhanced Support.

3.3 Processing Locations

It is noted that some customers may have need for special data handling and placing a tenant within the UK. Jisc will ensure that details of specific locations are investigated and discussed with our customers as part of any design and provisioning activity.

3.4 Information Assurance

The Managed Azure service is designed to support the secure hosting of OFFICIAL information assets.

Jisc and Microsoft Azure are both ISO27001 certified organisations and will utilise, as required, appropriately certified management infrastructure, network connectivity, staff security clearance and processes to deliver the Service.

3.5 Service On-boarding

Service on-boarding is handled as part of the contract start-up and typically happens at the end of a Jisc Cloud Design & Deployment or Jisc Cloud Migration project. Onboarding covers the configuration of the tenant to ensure ongoing delivery of the managed service.

Where we are taking on the management of an existing Azure estate, we will undertake a security review of your infrastructure. We will agree with you whether any security updates are required, how quickly they need to be made and who will make them. Any updates undertaken by us will be undertaken as change requests on a T&M basis.

Onboarding has several requirements that must be met:

- Commercial and Service requirements:
 - Customer agreement to Jisc Terms and Conditions for Jisc cloud services
 - Compliance with Microsoft Azure Customer Agreement which can be found at <https://azure.microsoft.com/en-gb/support/legal/subscription-agreement/>
 - Selection of required Azure services
 - Provision of an authorised and validated Purchase Order
- Technical requirements:
 - Account Holder service registration and Service User specification

3.6 Service Off-boarding

Service termination is defined as end of contract, without transfer of services to a new provider or customer function. In this case, on service termination Jisc will close and delete any Azure accounts, access controls and resources and reconfigure any managed service components that we are using. Off-boarding of VMs, SQL Server deployments and customer data is the customer's responsibility and should be completed prior to termination.

Jisc can provide a managed migration path out from the tenant working alongside your new provider or function). This is provided as a standalone project and will incur rates and charges per the Jisc Cloud Migration service.

3.7 Customer Responsibilities

Customers have the following responsibilities in relation to the Managed Azure service:

- You must provide accurate contact and payment details on Managed Azure registration
- As referenced in Clause 7.8 of the terms and conditions for Jisc cloud services, the Managed Azure service is subject to additional terms that we are required to pass on by Microsoft. These Microsoft Azure terms prevail over the terms and conditions for Jisc cloud services terms for those elements of the service which are supplied by Microsoft. These terms are set out below:
 - The Microsoft Online Subscription Agreement: <https://azure.microsoft.com/en-gb/support/legal/subscription-agreement/>; and

- The Customers' relevant Microsoft Cloud Agreement:
<https://docs.microsoft.com/en-us/partner-center/agreements>
- You must follow designated procedures for logging incidents and Change Requests

4 Service Management

Jisc is a proven Service Management specialist with extensive experience of Service Management implementation, operation and continual service improvement. All our operational processes are aligned with ITIL v3 and information assurance is provided through our ISO 27001 certification.

4.1 Support

Jisc provides support via our experienced Service Desk personnel, who act as your first point of contact for any service-related issues or queries that you may have. Support is provided during core hours of service, Monday to Friday between the hours of 08:00 - 18:00, excluding UK public holidays. Jisc also offer an enhanced service offering where we can provide support over a 24-hour basis.

Where you are buying Azure services through us or where you are buying through an EA or EES agreement and have granted us Delegated Admin Privileges, our pricing includes access to Microsoft Premier Support. Where we are unable to resolve an incident or change request, our team will act as an intermediary between you and the Microsoft Premier Support team. Where Azure services are not being purchased through us and where you have not bought Premier Support for yourself, we will only be able to raise calls against the free tier of Microsoft support.

4.2 Incident management

The Managed Azure service will follow ITIL incident management process guidelines to log, assign and diagnose incidents and to restore service operation as quickly as possible with minimum disruption, in line with the agreed hours of service.

The timings below indicate the target time to respond to an incident. In most cases, this will require us to triage the incident, raise a call against the Microsoft Premier Support service desk. Once we receive the response, we will pass it back to the customer.

Service Incident Response Targets ²	Core ³	Enhanced ⁴
Priority 1 incidents Service component failed or severely impaired resulting in serious business-wide impact or multiple users/services impacted. Needs immediate attention.	30 mins	30 mins
Priority 2 incidents Service component impaired resulting in some loss of functionality, or loss of access to a single or subset of users, but work can reasonably continue in an impaired manner.	60 mins	60 mins

² Incident resolution targets do not apply in cases where the incident is outside of Jisc's control, e.g. an Azure Region failure.

³ Core support: Incidents are managed Monday-Friday 08:00-18:00 excluding UK public holidays unless otherwise stated.

⁴ Enhanced support: Incidents are managed 24 hours a day, seven days a week.

Priority 3 incidents Incident with minor or no direct impediments on the customer's business and/or is not time sensitive.	2 hours	2 hours
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4.3 Service Requests and Change Requests

The Managed Azure service will follow ITIL request fulfilment process to manage change requests. Where necessary, we will raise a call against the Microsoft Premier Support service desk, returning the response to the customer as we get it.

Change Request Response Targets	Core	Enhanced
A request for information, advice, access to a service component or where effort is identified as less than 2 hours.	4 hours	4 hours

Change requests are managed Monday-Friday 08:00-18:00 excluding UK public holidays unless otherwise stated.

4.4 Account management

You will be assigned a named account manager who will be your primary contact at Jisc for all service-related matters. For technical queries, your account manager will liaise with your named technical contact at Jisc.

Your account manager will arrange quarterly service review meetings (typically by video call). Whenever necessary, these will also include your named technical contact.

5 Associated Services

Jisc is a trusted technology advisor and ally of the education, public and third sectors. We provide best-in-class technology advice, engineering and support and work as part of your team to transfer knowledge at every step. As a not-for-profit membership organisation, we are an allied technology partner and we reinvest our profits back into the communities we earn them in.

We see public cloud technology as a key enabler of a digital revolution in the sectors we serve. Our consultants, architects, engineers, developers and support staff are the best at what they do and are dedicated to delivering the best service possible whilst also transferring their knowledge and skills to our members and customers.

Together, our services provide a full suite to support your use of public cloud services from start to finish. They can be taken in sequence to support your entire cloud journey or selected as needed to enhance just those parts of your programme where you need support.

5.1 Cloud Consultancy

- **Cloud Architectural Review** – we provide advice on optimisation, cost control, performance enhancements, security improvements and service resilience
- **Cloud Strategy & Roadmap** – we assess your IT estate and operating model before setting out a strategy for public cloud adoption

5.2 Cloud Professional Services

- [Cloud Design & Deployment](#) – we develop high-level and low-level designs for new or re-architected uses of public cloud and we deploy and test them to your chosen platform using infrastructure as code
- [Cloud Migration](#) – we provide technical and project management expertise to lift and shift existing services to public cloud
- [Office 365 Migration](#) – we offer consultancy, implementation and project management expertise to support your migration to the Microsoft 365 suite of collaboration tools

5.3 Cloud Resell & Support

- [Managed AWS](#) – we resell AWS and provide the day-to-day management and support for your AWS deployments
- [Managed Azure](#) – we resell Microsoft Azure and provide the day-to-day management and support for your Azure deployments
- [Managed GCP](#) – we resell Google Cloud Platform and provide the day-to-day management and support for your GCP deployments
- [Managed Database](#) – we look after the day-to-day running, maintenance and backup of your public cloud databases
- [Managed Microsoft 365](#) – we resell Microsoft 365, help to optimise your use of Microsoft licencing, maintain a secure environment and ensure that you always have access to Microsoft Premier Support when you need it

5.4 Connectivity & Security

- [Janet Cloud Connect](#) – we provide high-capacity, resilient and secure access to AWS, Microsoft and Google via the Janet Network
- [Govroam](#) – we provide public sector staff with seamless access to roaming connectivity at participating sites across the UK
- [Managed Website Protection](#) – we provide DDoS mitigation and Web Application Firewall (WAF) protection for your public-facing websites

At every step of every engagement we aim to transfer our knowledge and skills to you because, by doing so, we will have a greater impact on society and become trusted and long-term allies. Our ultimate intention with all our services is to empower public and third sector organisations to become digitally independent.

Annex 1: Managed Azure Pricing

Our Managed Azure service pricing depends on whether you buy Azure through Jisc or through an EA or EES agreement and is typically made up of three components:

- Azure consumption charges (the fee you pay for the Azure services you are using), including access to Microsoft Premier Support
- A core managed service fee
- Fees for any Service Options you are using

The first of these will not appear if you are buying through an EA or EES agreement.

We will invoice you on a monthly basis in £ in arrears.

There is an on-boarding fee for the managed service if we are migrating from an existing provider depending on the size and complexity of the estate. This fee is not applicable if the environment has been built by us through our 'Cloud Design and Deployment' or the 'Cloud Migration' services.

All service options are in addition to the core managed service.

Azure Consumption Charges	Pricing
Azure consumption charges when bought from Jisc	Azure list price (ERP)
Access to Microsoft Premier Support	Free

Core Managed Service	Pricing
Core managed service fee when Azure services bought from Jisc	Free
Core managed service fee when Azure services bought direct from Microsoft	15% of Azure consumption charge

Service Options	Pricing
Enhanced Support VM management charge Azure SQL Database management charge General management charge	Includes all 3 components: £50 per VM per month £5 per database per month 7% of Azure consumption
Annual Security Review <i>Undertaken on a T&M basis (typically 2 days effort)</i>	As per SFIA rate card
Enhanced Anti-malware <i>Excludes licensing costs of any third-party anti-malware software.</i>	£5 per EC2 instance per month
Managed Backup <i>Excludes licensing costs of any third-party backup software.</i>	£5 per EC2 or RDS instance per month

Hybrid Solutions <i>Quoted on an hours/month basis following requirements gathering</i>	As per SFIA rate card
Enhanced Security <i>Quoted on an hours/month basis following requirements gathering</i>	As per SFIA rate card

Full details for all Azure pricing is available at <https://azure.microsoft.com/en-gb/pricing/>

All prices exclude VAT at current rate.

All prices exclude travel and subsistence which is chargeable separately at cost.

Special Terms

Customers have the following responsibilities in relation to the Service:

- You must provide accurate contact and payment details on Managed Azure registration.
- As referenced in Clause 7.8 of the terms and conditions for Jisc cloud services, the Managed Azure service is subject to additional terms that we are required to pass on by Microsoft. These Microsoft Azure terms prevail over the terms and conditions for Jisc cloud services terms for those elements of the service which are supplied by Microsoft. These terms are set out below:
 - The Microsoft Online Subscription Agreement: <https://azure.microsoft.com/en-gb/support/legal/subscription-agreement/>; and
 - The Customers' relevant Microsoft Cloud Agreement: <https://docs.microsoft.com/en-us/partner-center/agreements>
- You must follow designated procedures for logging incidents and Change Requests.

Schedule 3

Managed AWS

Service description

1 Summary

Amazon Web Services (AWS) provides a market leading suite of compute, storage and associated services that allows you to dynamically provision infrastructure in the cloud. The services are designed to make web-scale computing easier for developers and service providers.

Jisc is an AWS Consulting Partner and AWS Government Reseller with extensive expertise in the AWS platform allowing us to become your strategic business partner at any stage of cloud maturity. We can assist and facilitate procurement, design and delivery of AWS with a support wrapper and ongoing full life-cycle management.

For clarity, flexibility and ease of consumption we have designed our AWS Managed offering around a 'core' support service. Whilst this core service is designed for customers wishing to largely manage AWS environments for themselves, our pricing includes many additional benefits including patching, monitoring and consolidated billing. A key benefit is that the Jisc core support service costs no more than if you were to buy services directly from AWS.

If you wish to extend the service further, we offer a range of service options that can be added at any time throughout the service period.

2 Features and Benefits

The following are all features of our core offering. While this service description relates to AWS, we also have expertise in Microsoft Azure and Google Cloud Platform and can offer a multi-cloud managed service if required.

Our core Managed AWS service includes:

2.1 Features

- ITIL aligned service management
- ISO27001 compliance
- Access to call management system for logging and tracking incidents and requests
- Incident, service request and change request handling
- Consolidated and itemised monthly billing
- Core cloud support wrapper with a range of service options
- Included consultancy resource
- Patching and anti-malware services
- Quarterly review meetings and advice regarding new AWS services

- Monitoring of your critical systems and alerting when O/S and infrastructure thresholds are met
- Reporting includes monthly reports on service availability, service incidents, patching and anti-malware.
- Standard AWS list price, billed in UK pounds
- Highly resilient solutions across multiple AWS availability zones

2.2 Benefits

The benefits associated with this service include:

- Not for profit organisation with extensive experience in education, research and the public sector
- Jisc Cloud Solutions team members are highly certified in AWS, Azure, GCP and cloud security so giving you access to extensive expertise and experience in cloud and digital transformation
- Flexible approach to service offering allowing you to find your 'fit'
- Long lasting relationships through collaborative working and knowledge sharing
- Allows you to focus on your core priorities and business whilst we manage your AWS environment
- Clear and consolidated billing reducing administration overhead
- Charged on a monthly basis in arrears
- Efficient administration with a single point of contact for billing
- Patching and anti-malware updates included in the service providing peace of mind
- Monthly reporting allowing you to evaluate usage and run efficiently within the cloud
- Upskilling your staff as we share our knowledge and findings relating to security and best practice
- Confidence that solutions are 'best of breed' and technically current as the pace of technology changes
- Jisc can help identify how you can increase technical agility to the organisation, leveraging the AWS platform to deliver more capability than traditionally available
- Automated deployments ensuring consistency, repeatability and minimising support issues
- Jisc can help you architect failure resilient solutions to underpin all your critical workloads
- Jisc can help design and implement DR capability to meet business needs
- Managed, secure and highly flexible hybrid solutions
- Connectivity via the Internet, AWS Direct Connect, Janet, PSN and N3
- Direct route to AWS consultants to discuss requirements and scope of future projects.

3 Service Description

The Jisc Managed AWS service allows organisations to procure and use technologies and services from the vast and increasing AWS catalogue, designed, implemented and supported with the expertise and experience of Jisc.

The full list of resources which can be procured is listed at <https://aws.amazon.com/products/>

3.1 Core Service Offering

The Managed AWS service primarily provides support for the compute, storage, database, networking, security, identity management and compliance features of AWS. We can also manage many of the other services provided by AWS, however pricing will be based on our SFIA rate card.

Our managed service is typically bought in conjunction with buying AWS services through us. However, if you have an alternative procurement route for AWS, e.g. by buying direct from AWS, you can buy our managed service in isolation. In this case, see Appendix 1 for pricing details and note the comments below about access to AWS Business Support.

Further details of what is included in our core service offering are provided below. It may be that you already have some of these items in place and that they are therefore not required. In these cases, we are happy to provide a review of what you have where we have knowledge of the systems you are using.

• General
We will create and configure your AWS account(s), including the provision of a hardware MFA to protect the root user. We will provide you with access to an 'administrator' username if you require it.
• Monitoring and alerting
<p>We will configure monitoring of both the underlying AWS infrastructure services and any EC2 instances that have been deployed by us and will send alerts when agreed thresholds are exceeded including:</p> <ul style="list-style-type: none"> • Memory • CPU • Storage • Network traffic <p>The alerts will be sent by email to a distribution group you specify during setup of the managed service.</p> <p>We will provide you with access to AWS CloudWatch and will work with you to configure appropriate dashboards.</p>
• Incident handling, service requests and change requests

You will be provided with access to our service desk (see below) to log and track incidents and raise service requests and change requests. Telephone and email support are also provided. Our service desk team is all UK-based.

Where AWS is being bought through us, our pricing includes access to AWS Business Support. Where we are unable to resolve an incident or service request, our team will act as an intermediary between you and the AWS Business Support team.

Service requests and change requests are typically undertaken on a T&M basis.

Working hours for the core service are 08:00-18:00 Mon-Fri.

• **Named technical contact**

We will provide you with a named contact for technical and other queries.

• **Reporting**

Reporting in the core service includes the following. All reports are provided monthly:

- Patching – A report detailing the status of patching across your estate
- Incident management – A report detailing the number of incidents raised against SLAs
- Security and compliance – A report detailing recommendations against AWS best practice
- Cost optimisation – A report detailing how cost savings could be made across your estate

• **Access to our cloud consultants, architects and engineers**

If you have an in-house IT team, you may wish to take our core service with additional consultancy that you can call on when required. Our extensive experience in AWS and other leading cloud providers and technologies can provide that support when required, whether that be for advice, design or hands-on working with your team.

• **Patching**

The setup and configuration of patching of your EC2 instances is included as part of on boarding into the managed service. We will provide monthly reports as to whether the patching has been successful or not. As part of the core offering, we do not fix the issues, we advise you of them. However, change requests can be raised to request changes.

In cases where we have built your environment, we will work with you to agree the patching configuration and schedule. If you have an already established an environment and a patching schedule, we can provide a review of what you have in place during the managed service onboarding process, if required.

• **Anti-malware (AV) – Windows servers only**

We include the setup and configuration of Windows Defender as part of our core service offering for your Windows servers. Whilst this is a robust and stable service it may not offer everything required for all customers such as ongoing monitoring, alerting or support of Linux or other operating systems. A comprehensive Enhanced Anti-malware solution is offered as an add-on.

In cases where we have built your environment, we will have worked with you to agree the anti-malware configuration and update schedule. If you already have an established environment and update-schedule we can provide a review of what you have in place during the managed service onboarding if requested.

• **Automated billing**

You will get access to our billing portal, providing near real-time overviews of your AWS spend. You will also receive a consolidated monthly billing report, broken down by AWS service and clearly identifying our managed service costs. An example report can be provided on request.

Please see Annex 1 for pricing details.

3.2 Service Options

Building on the core support offering, you can select some, or all, of the following service options:

3.2.1 Enhanced Support

Our core offering is suitable for many education and public sector organisations. However, there are certain circumstances and critical systems that require an additional level of support.

Our Enhanced Support provides:

- Enhanced 24/7 monitoring, proactive alerting and reactive support for designated systems
- Two days free consultancy annually with our AWS Solution Architects or Cloud Consultants, consumed in up to four half-day sessions if desired⁵
- Automated power on/off scheduling for selected EC2 instances according to your requirements to help minimise your AWS costs
- Pro-active alerts if your public-facing web services hosted on AWS become unavailable and a monthly report detailing their overall availability
- A free annual security review (see below).

3.2.2 Annual Security Review

We will undertake an annual security review of your infrastructure, including an automated check against CIS Benchmark Level 1 followed by a more thorough architectural review. We will deliver a report with recommendations. We will agree with you what remediation actions are required, how quickly they need to be made and who will make them. Any remediation actions done by us will be undertaken as change requests on a T&M basis.

⁵ Limited to customers that are spending at least £60,000 annually on their AWS consumption

3.2.3 Managed Backup

Tailored to your needs with ongoing monitoring, reporting and incident resolution, our Managed Backup solution for EC2 and RDS instances has simple, per VM pricing and includes configuration and scheduling of lifecycle and retention policies. Instance and file recoveries are treated as service requests and charged on a T&M basis.

3.2.4 Enhanced Anti-malware (AV)

Enhanced Anti-malware provides peace of mind for critical applications and services. As per other products the pricing is straightforward and per VM. The service is based on a COTS anti-malware solution, configured to your requirements including reporting, monitoring and alerting.

Where you are also buying Managed Backup, we will recover systems to a last known good state in the event of a malware compromise.

3.2.5 Hybrid Solutions

For customers that have requirements to make use of hybrid or multi-cloud solutions (using on-premise or collocated facilities or other cloud providers) we can work with you to procure and manage infrastructure and connectivity (including PSN and Janet) as required. For example, such facilities may be required as a short-term, stop-gap mechanism during a cloud migration exercise or might form part of a longer-term hybrid cloud strategy.

3.2.6 Enhanced Security

Security is key to all our public cloud deployments. However, in some scenarios further enhancements may be necessary in order to meet compliance or assurance requirements. Enhanced Security provides longer log data retention, benchmarking to CIS Level 2, configuration of AWS Service Control Policies (SCPs), defence in depth configuration, higher quantity and quality alerting with automation on a 24x7 basis, AWS WAF configuration, and enhanced endpoint protection (including ransomware protection and IDS/IPS configuration). We will review your cloud architecture quarterly, providing security/compliance recommendations and upgrades.

Enhanced Security is only available for customers that also buy Enhanced Support.

3.3 Processing Locations

It is noted that some clients may have need for special data handling and placing a tenant within the UK. Jisc will ensure that details of specific locations are investigated and discussed with our clients as part of any design and provisioning activity.

3.4 Information Assurance

The Managed AWS service is designed to support the secure hosting of OFFICIAL information assets.

Jisc and AWS are both ISO27001 certified organisations and will utilise, as required, appropriately certified management infrastructure, network connectivity, staff security clearance and processes to deliver the service.

3.5 Service On-boarding

Service on-boarding is handled as part of the contract start-up and typically happens at the end of a Jisc Cloud Design & Deployment or Jisc Cloud Migration project. Onboarding covers the configuration of the tenant to ensure ongoing delivery of the managed service.

Where we are taking on the management of an existing AWS estate, we will undertake a security review of your infrastructure. We will agree with you whether any security updates are required, how quickly they need to be made and who will make them. Any updates undertaken by us will be undertaken as change requests on a T&M basis.

Onboarding has several requirements that must be met:

Commercial and Service requirements:

- Customer agreement to Jisc Terms and Conditions for Jisc Cloud Services
 - Compliance with the AWS Customer Agreement found at <https://aws.amazon.com/agreement/>
 - Selection of required AWS services
 - Provision of an authorised and validated purchase order
- Technical requirements:
 - Account holder service registration and service user specification

3.6 Service Off-boarding

Service termination is defined as end of contract, without transfer of services to a new provider or customer function. In this case, on service termination Jisc will close and delete any AWS accounts, access controls and resources and reconfigure any managed service components that we are using. Off-boarding of EC2 instances, RDS instances and customer data is the customer's responsibility and should be completed prior to termination.

Jisc can provide a managed migration path out from the tenant (working alongside your new provider or function). This is provided as a standalone project and will incur rates and charges per the Jisc Cloud Migration service.

3.7 Customer Responsibilities

Customers have the following responsibilities in relation to the Managed AWS service:

- You must provide accurate contact and payment details on Managed AWS registration.
- You must comply with the Contract Terms and Conditions for Jisc Cloud Solutions and the AWS Customer Agreement at <https://aws.amazon.com/agreement/>
- You must follow designated procedures for logging incidents, service requests and change requests.

4 Service Management

Jisc is a proven service management specialist with extensive experience of service management implementation, operation and continual service improvement. All our operational processes are aligned with ITIL v3 and information assurance is provided through our ISO 27001 certification.

4.1 Support

Jisc provides support via our experienced service desk personnel, who act as your first point of contact for any service-related issues or queries that you may have. Support is provided during core hours of service, Monday to Friday between the hours of 08:00 - 18:00, excluding UK public holidays. Jisc also offer an Enhanced Support offering where we can provide support on a 24-hour basis.

Where AWS is being purchased through us, we require you to also buy AWS Business Support. Where we are unable to resolve an incident or change request, our team will act as an intermediary between you and the AWS Business Support team. Where AWS is not being purchased through us, we strongly recommend that you buy AWS Business Support yourself. Without this, we will be unable to raise support calls against AWS on your behalf.

4.2 Incident Management

The Managed AWS service will follow ITIL incident management process guidelines to log, assign and diagnose incidents and to restore service operation as quickly as possible with minimum disruption, in line with the agreed hours of service.

The timings below indicate the target time to respond to an incident. In most cases, this will require us to triage the incident, raise a call against the AWS Business Support service desk. Once we receive the response, we will pass it back to the customer.

Service Incident Response Targets ⁶	Core ⁷	Enhanced ⁸
Priority 1 incidents Service component failed or severely impaired resulting in serious business-wide impact or multiple users/services impacted. Needs immediate attention.	30 mins	30 mins
Priority 2 incidents Service component impaired resulting in some loss of functionality, or loss of access to a single or subset of users, but work can reasonably continue in an impaired manner.	60 mins	60 mins
Priority 3 incidents Incident with minor or no direct impediments on the customer's business and/or is not time sensitive.	2 hours	2 hours

⁶ Incident resolution targets do not apply in cases where the incident is outside of Jisc's control, e.g. an AWS Region failure.

⁷ Core support: Incidents are managed Monday-Friday 08:00-18:00 excluding UK public holidays unless otherwise stated.

⁸ Enhanced support: Incidents are managed 24 hours a day, seven days a week.

4.3 Service Requests and Change Requests

The Managed AWS service will follow ITIL request fulfilment process to manage service requests and change requests. Where necessary, we will raise a call against the AWS Business Support service desk, returning the response to the customer as we get it.

Service/Change Request Response Targets	Core	Enhanced
A request for information, advice, access to a service component or where effort is identified as less than 2 hours.	4 hours	4 hours

Change requests are managed Monday-Friday 08:00-18:00 excluding UK public holidays unless otherwise stated.

4.4 Account Management

You will be assigned a named account manager who will be your primary contact at Jisc for all service-related matters. For technical queries, your account manager will liaise with your named technical contact at Jisc.

Your account manager will arrange quarterly service review meetings (typically by video call). Whenever necessary, these will also include your named technical contact.

5 Associated Services

Jisc is a trusted technology advisor and ally of the education, public and third sectors. We provide best-in-class technology advice, engineering and support and work as part of your team to transfer knowledge at every step. As a not-for-profit membership organisation, we are an allied technology partner and we reinvest our profits back into the communities we earn them in.

We see public cloud technology as a key enabler of a digital revolution in the sectors we serve. Our consultants, architects, engineers, developers and support staff are the best at what they do and are dedicated to delivering the best service possible whilst also transferring their knowledge and skills to our members and customers.

Together, our services provide a full suite to support your use of public cloud services from start to finish. They can be taken in sequence to support your entire cloud journey or selected as needed to enhance just those parts of your programme where you need support.

5.1 Cloud Consultancy

- [Cloud Architectural Review](#) – we provide advice on optimisation, cost control, performance enhancements, security improvements and service resilience
- [Cloud Strategy & Roadmap](#) – we assess your IT estate and operating model before setting out a strategy for public cloud adoption

5.2 Cloud Professional Services

- [Cloud Design & Deployment](#) – we develop high-level and low-level designs for new or re-architected uses of public cloud and we deploy and test them to your chosen platform using infrastructure as code
- [Cloud Migration](#) – we provide technical and project management expertise to lift and shift existing services to public cloud
- [Office 365 Migration](#) – we offer consultancy, implementation and project management expertise to support your migration to the Microsoft 365 suite of collaboration tools

5.3 Cloud Resell & Support

- [Managed AWS](#) – we resell AWS and provide the day-to-day management and support for your AWS deployments
- [Managed Azure](#) – we resell Microsoft Azure and provide the day-to-day management and support for your Azure deployments
- [Managed GCP](#) – we resell Google Cloud Platform and provide the day-to-day management and support for your GCP deployments
- [Managed Database](#) – we look after the day-to-day running, maintenance and backup of your public cloud databases
- [Managed Microsoft 365](#) – we resell Microsoft 365, help to optimise your use of Microsoft licencing, maintain a secure environment and ensure that you always have access to Microsoft Premier Support when you need it

5.4 Connectivity & Security

- [Janet Cloud Connect](#) – we provide high-capacity, resilient and secure access to AWS, Microsoft and Google via the Janet Network
- [Govroam](#) – we provide public sector staff with seamless access to roaming connectivity at participating sites across the UK
- [Managed Website Protection](#) – we provide DDoS mitigation and Web Application Firewall (WAF) protection for your public-facing websites

At every step of every engagement we aim to transfer our knowledge and skills to you because, by doing so, we will have a greater impact on society and become trusted and long-term allies. Our ultimate intention with all our services is to empower education, public and third sector organisations to become digitally independent.

Annex 1: Managed AWS Pricing

Our Managed AWS service pricing depends on whether you buy AWS through Jisc or direct from AWS but is typically made up of three components:

- AWS consumption charges (the fee you pay for the AWS services you are using), including AWS Business Support
- A core managed service fee
- Fees for any Service Options you are using

The first of these will not appear if you are buying direct from AWS. We strongly recommend you buy AWS Business Support so we can escalate calls to AWS on your behalf.

We will invoice you on a monthly basis in £ in arrears.

There is an on-boarding fee for the managed service if we are migrating from an existing provider depending on the size and complexity of the estate. This fee is not applicable if the environment has been built by us through our 'Cloud Design and Deployment' or the 'Cloud Migration' services.

All service options are in addition to the core managed service.

AWS Consumption Charges	Pricing
AWS consumption charges when bought from Jisc	AWS list price
AWS Business Support when bought from Jisc (mandatory)	AWS list price (~10%)

Core Managed Service	Pricing
Core managed service charge when AWS services bought from Jisc	Free
Core managed service charge when AWS services bought direct from AWS	5% of AWS consumption charge

Service Options	Pricing
Enhanced Support EC2 management charge RDS management charge General management charge	Includes all 3 components: £50 per EC2 instance per month £5 per RDS instance per month 7% of AWS consumption
Annual Security Review <i>Undertaken on a T&M basis (typically 2 days effort)</i>	As per SFIA rate card
Enhanced Anti-malware <i>Excludes licensing costs of any third-party anti-malware software.</i>	£5 per EC2 instance per month
Managed Backup <i>Excludes licensing costs of any third-party backup software.</i>	£5 per EC2 or RDS instance per month

Hybrid Solutions <i>Quoted on an hours/month basis following requirements gathering</i>	As per SFIA rate card
Enhanced Security <i>Quoted on an hours/month basis following requirements gathering</i>	As per SFIA rate card

Full details for all AWS consumption charges are available at <https://aws.amazon.com/pricing/>.

All prices exclude VAT at current rate.

All prices exclude travel and subsistence which is chargeable separately at cost.

Special Terms

Customers have the following responsibilities in relation to the service:

- You must provide accurate contact and payment details on Managed AWS registration.
- As referenced in Clause 7.8 of the Terms and Conditions for Jisc Cloud Services, the Managed AWS service is subject to additional terms that we are required to pass on by Amazon. These Amazon AWS terms prevail over the Terms and Conditions for Jisc Cloud Services terms for those elements of the service which are supplied by Amazon. These terms are set out below:
- The AWS Customer License Terms, a separate agreement between you and Amazon Web Services, Inc., a current version of which is located here: <https://s3-us-west-2.amazonaws.com/legal-reseller/AWS+Reseller+Customer+License+Terms.pdf>
- The rights and restrictions located at <http://aws.amazon.com/serviceterms>, as updated by AWS from time to time, and as may be made available on any successor or related site designated by AWS
- The terms and conditions of the AWS Customer Agreement located at <http://aws.amazon.com/agreement/>, where the rights and obligations of AWS shall be the rights and obligations of Jisc Services Limited
- You must follow designated procedures for logging incidents and Change Requests.

Schedule 4

Managed GCP

Service Definition

1 Summary

Google Cloud Platform (GCP) is a suite of cloud computing services that runs on the same infrastructure that Google uses internally for its end-user products, such as Google Search, Gmail and YouTube. GCP offers compute, storage, networking, big data, machine learning and the internet of things (IoT), as well as cloud management, security and developer tools.

Jisc is a Google Partner with extensive expertise in GCP allowing us to become your strategic business partner at any stage of cloud maturity. We can assist and facilitate procurement, design and delivery of GCP with a support wrapper and ongoing full life-cycle management.

For clarity, flexibility and ease of consumption we have designed Managed GCP around a 'core' support service. Whilst this core service is designed for customers wishing to largely manage GCP environments for themselves, our pricing includes many additional benefits including patching, monitoring and consolidated billing. A key benefit is that the Jisc core support service costs no more than if you were to buy GCP services directly from Google.

If you wish to extend the service further, we offer a range of service options that can be added at any time throughout the service period.

2 Features and Benefits

The following are all features of our core offering. While this service description relates to GCP, we also have expertise in AWS and Microsoft Azure and can offer a multi-cloud managed service if required.

Our core Managed GCP service includes:

2.1 Features

- ITIL aligned service management
- ISO27001 compliance
- Access to call management system for logging and tracking incidents and requests
- Incident and change request handling
- Consolidated and itemised monthly billing
- Core cloud support wrapper with a range of service options
- Included consultancy resource
- Patching and anti-malware services

- Quarterly review meetings and advice regarding new GCP services
- Monitoring of your critical systems and alerting when O/S and infrastructure thresholds are met
- Reporting includes monthly reports on service availability, service incidents, patching and anti-malware.
- Standard GCP list price, billed in UK pounds
- Highly resilient solutions across multiple GCP availability zones

2.2 Benefits

The benefits associated with this service include:

- Not for profit organisation with extensive experience in education, research and the public sector
- Jisc Cloud Solutions team members are highly certified in GCP, AWS, Azure and cloud security, so giving you access to extensive expertise and experience in cloud and digital transformation.
- Flexible approach to service offering allowing you to find your 'fit'
- Long lasting relationships through collaborative working and knowledge sharing
- Allows you to focus on your core priorities and business whilst we manage your GCP environment
- Clear and consolidated billing reducing administration overhead
- Charged on a monthly basis in arrears
- Efficient administration with a single point of contact for billing
- Patching and anti-malware updates included in the service providing peace of mind
- Monthly reporting allowing you to evaluate usage and run efficiently within the cloud
- Upskilling your staff as we share our knowledge and findings relating to security and best practice
- Confidence that solutions are 'best of breed' and technically current as the pace of technology changes
- Jisc can help identify how you can increase technical agility to the organisation, leveraging the GCP platform to deliver more capability than traditionally available
- Automated deployments ensuring consistency, repeatability and minimising support issues
- Jisc can help you architect failure resilient solutions to underpin all your critical workloads
- Jisc can help design and implement DR capability to meet business needs
- Managed, secure and highly flexible hybrid solutions
- Connectivity via the Internet, Google Direct Peering, Janet, PSN and N3
- Access to GCP consultants to discuss requirements and scope of future projects

3 Service Description

The Jisc Managed GCP service allows organisations to procure and use technologies and services from the vast and increasing GCP catalogue, designed, implemented and supported with the expertise and experience of Jisc.

The full list of resources which can be procured is listed at <https://cloud.google.com/products>.

3.1 Core Service Offering

The Managed GCP service primarily provides support for the compute, storage, database, networking, security and identity management features of GCP. We can also manage many of the other services provided by GCP, however pricing will be based on our SFIA rate card.

Our managed service is typically bought in conjunction with buying GCP services through us. However, if you have an alternative procurement route for GCP, e.g. by buying direct from Google, you can buy our managed service in isolation. In this case, see Appendix 1 for pricing details and note the comments below about access to GCP Production Support.

Further details of what is included in our core service offering are provided below. It may be that you already have some of these items in place and that they are therefore not required. In these cases, we are happy to provide a review of what you have where we have knowledge of the systems you are using.

• General
We will create and configure your GCP account(s). We will provide you with access to an 'administrator' username if you require it.
• Monitoring and alerting
<p>We will configure monitoring of both the underlying GCP infrastructure services and any Compute Engine (CE) instances that have been deployed by us and will send alerts when agreed thresholds are exceeded including:</p> <ul style="list-style-type: none"> • Memory • CPU • Storage • Network traffic <p>The alerts will be sent by email to a distribution group you specify during setup of the managed service.</p> <p>We will provide you with access to the GCP Cloud Monitoring and Cloud Logging services and will work with you to configure appropriate dashboards.</p>
• Incident handling, service requests and change requests

You will be provided with access to our service desk (see below) to log and track incidents and raise change requests. Telephone and email support are also provided. Our service desk team is all UK-based.

Where GCP is being bought through us, our pricing includes access to GCP Production Support. Where we are unable to resolve an incident or change request, our team will act as an intermediary between you and the GCP Production Support team.

Service requests and change requests are typically undertaken on a T&M basis.

Working hours for the core service are 08:00-18:00 Mon-Fri.

• **Named technical contact**

We will provide you with a named contact for technical and other queries.

Reporting

Reporting included in the core service includes the following. All reports are provided monthly unless otherwise specified:

- Patching – A report detailing the status of patching across your estate
- Incident management – A report detailing the number of incidents raised against SLAs
- Security and compliance – A report detailing recommendations against GCP best practice
- Cost optimisation – A report detailing how cost savings could be made across your estate

Access to our cloud consultants, architects and engineers

If you have an in-house IT team, you may wish to take our core service with additional consultancy that you can call on when required. Our extensive experience in GCP and other leading cloud providers and technologies can provide that support when required, whether that be for advice, design or hands-on working with your team.

• **Patching**

The setup and configuration of patching of your Compute Engine instances is included as part of onboarding into the managed service. We will provide monthly reports as to whether the patching has been successful or not. As part of the core offering, we do not fix the issues, we advise you of them. However, change requests can be raised to request changes.

In cases where we have built your environment, we will work with you to agree the patching configuration and schedule. If you have an already established an environment and a patching schedule, we can provide a review of what you have in place during the managed service onboarding process, if required.

• **Anti-malware (AV) – Windows servers only**

We include the setup and configuration of Windows Defender as part of our core service offering for your Windows servers. Whilst this is a robust and stable service it may not offer everything required for all customers such as ongoing monitoring, alerting or support of Linux or other operating systems. A comprehensive Enhanced Anti-malware solution is offered as an add-on.

In cases where we have built your environment, we will have worked with you to agree the anti-malware configuration and update schedule. If you already have an established environment and update schedule we can provide a review of what you have in place during the managed service onboarding if requested.

• **Automated billing**

You will get access to our cloud portal, providing near real-time overviews of your GCP spend. You will also receive a consolidated monthly billing report, broken down by GCP service and clearly identifying our managed service costs. An example report can be provided on request.

Please see Annex 1 for pricing details.

3.2 Service Options

Building on the core support offering, you are able to select some, or all, of the following:

3.2.1 Enhanced Support

Our core offering is suitable for many education and public sector organisations. However, there are certain circumstances and critical systems that require an additional level of support.

Our Enhanced Support provides:

- Enhanced 24/7 monitoring, proactive alerting and reactive support for designated systems
- Two days free consultancy annually with our GCP Solution Architects or Cloud Consultants, consumed in up to four half-day sessions if desired⁹
- Automated power on/off scheduling for selected Compute Engine instances according to your requirements to help minimise your GCP costs
- Pro-active alerts if your public-facing web services hosted on GCP become unavailable and a monthly report detailing their overall availability
- A free annual security review (see below).

3.2.2 Annual Security Review

We will undertake an annual security review of your infrastructure, including an automated check against CIS Benchmark Level 1 followed by a more thorough architectural review. We will deliver a report with recommendations. We will agree with you what remediation actions are required, how quickly they need to be made and who will make them. Any remediation actions done by us will be undertaken as change requests on a T&M basis.

3.2.3 Managed Backup

⁹ Limited to customers that are spending at least £60,000 annually on their GCP consumption

Tailored to your needs with ongoing monitoring, reporting and incident resolution, our Managed Backup solution for Compute Engine and Cloud SQL instances has simple, per instance pricing and includes configuration and scheduling of lifecycle and retention policies. Instance and file recoveries are treated as change requests and charged on a T&M basis.

3.2.4 Enhanced Anti-malware (AV)

Enhanced Anti-malware provides peace of mind for critical applications and services. As per other products the pricing is straightforward and per VM. The service includes a COTS anti-malware solution, configured to your requirements including reporting, monitoring and alerting.

Where you are also buying Managed Backup, we will recover systems to a last known good state in the event of a malware compromise.

3.2.5 Hybrid Solutions

For customers that have requirements to make use of hybrid or multi-cloud solutions (using on-premise or collocated facilities or other cloud providers) we can work with you to procure and manage infrastructure and connectivity (including PSN and Janet) as required. For example, such facilities might be required as a short-term, stop-gap mechanism during a cloud migration exercise or might form part of a longer-term hybrid cloud strategy.

3.2.6 Enhanced Security

Security is key to all our public cloud deployments. However, in some scenarios further enhancements may be necessary in order to meet compliance or assurance requirements. Enhanced Security provides longer log data retention, benchmarking to CIS Level 2, defence in depth configuration, higher quantity and quality alerting with automation on a 24x7 basis, GCP Cloud Armor configuration, and enhanced endpoint protection. We will review your cloud architecture quarterly, providing security/compliance recommendations and upgrades. Enhanced Security is only available for customers that also buy Enhanced Support.

3.3 Processing Locations

It is noted that some clients may have need for special data handling and placing a tenant within the UK. Jisc will ensure that details of specific locations are investigated and discussed with our clients as part of any design and provisioning activity.

3.4 Information Assurance

The Managed GCP service is designed to support the secure hosting of OFFICIAL information assets.

Jisc and Google are both ISO27001 certified organisations and will utilise, as required, appropriately certified management infrastructure, network connectivity, staff security clearance and processes to deliver the service.

3.5 Service On-boarding

Service on-boarding is handled as part of the contract start-up and typically happens at the end of a Jisc Cloud Design & Deployment or Jisc Cloud Migration project. Onboarding covers the configuration of the tenant to ensure ongoing delivery of the managed service.

Where we are taking on the management of an existing GCP estate, we will undertake a security review of your infrastructure. We will agree with you whether any security updates are required, how quickly they need to be made and who will make them. Any updates undertaken by us will be undertaken as change requests on a T&M basis.

Onboarding has several requirements that must be met:

- Commercial and Service requirements:
 - Customer agreement to Jisc Terms and Conditions for Jisc Cloud Services
 - Compliance with the Google Cloud Platform Terms of Service at <https://cloud.google.com/terms>
 - Selection of required GCP services
 - Provision of an authorised and validated purchase order
- Technical requirements:
 - Account holder service registration and service user specification

3.6 Service Off-boarding

Service termination is defined as end of contract, without transfer of services to a new provider or customer function. In this case, on service termination Jisc will close and delete any GCP accounts, access controls and resources and reconfigure any managed service components that we are using. Off-boarding of Compute Engine instances, Cloud SQL instances and customer data is the customer's responsibility and should be completed prior to termination.

Jisc can provide a managed migration path out from the tenant (working alongside your new provider or function). This is provided as a standalone project and will incur rates and charges per the Jisc Cloud Migration service.

3.7 Customer Responsibilities

Customers have the following responsibilities in relation to the Managed GCP service:

- You must provide accurate contact and payment details on Managed GCP registration.
- You must comply with the Contract Terms and Conditions for Jisc Cloud Solutions and the Google Cloud Platform Terms of Service at <https://cloud.google.com/terms>
- You must follow designated procedures for logging incidents, service requests and change requests

4 Service Management

Jisc is a proven Service Management specialist with extensive experience of Service Management implementation, operation and continual service improvement. All our operational processes are aligned with ITIL v3 and information assurance is provided through our ISO 27001 certification.

4.1 Support

Jisc provides support via our experienced service desk personnel, who act as your first point of contact for any service-related issues or queries that you may have. Support is provided during core hours of service, Monday to Friday between the hours of 08:00 - 18:00, excluding UK public holidays. Jisc also offer an Enhanced Support offering where we can provide support on a 24-hour basis.

Where GCP is being purchased through us, we require you to also buy GCP Production Support. Where we are unable to resolve an incident or change request, our team will act as an intermediary between you and the GCP Production Support team. Where GCP is not being purchased through us, we strongly recommend that you buy GCP Production Support yourself. Without this, we will be unable to raise support calls against GCP on your behalf.

4.2 Incident Management

The Managed GCP service will follow ITIL incident management process guidelines to log, assign and diagnose incidents and to restore service operation as quickly as possible with minimum disruption, in line with the agreed hours of service.

The timings below indicate the target time to respond to an incident. In most cases, this will require us to triage the incident, raise a call against the GCP Production Support service desk. Once we receive the response, we will pass it back to the customer.

Service Incident Response Targets ¹⁰	Core ¹¹	Enhanced
Priority 1 incidents Service component failed or severely impaired resulting in serious business-wide impact or multiple users/services impacted. Needs immediate attention.	30 mins	30 mins
Priority 2 incidents Service component impaired resulting in some loss of functionality, or loss of access to a single or subset of users, but work can reasonably continue in an impaired manner.	60 mins	60 mins
Priority 3 incidents Incident with minor or no direct impediments on the customer's business and/or is not time sensitive.	2 hours	2 hours

4.3 Service Requests and Change Requests

The Managed GCP service will follow ITIL request fulfilment process to manage service requests and change requests. Where necessary, we will raise a call against the GCP Production Support service desk, returning the response to the customer as we get it.

¹⁰ Incident resolution targets do not apply in cases where the incident is outside of Jisc's control, e.g. an GCP Region failure.

¹¹ Core support: Incidents are managed Monday-Friday 08:00-18:00 excluding UK public holidays unless otherwise stated.

¹² Enhanced support: Incidents are managed 24 hours a day, seven days a week.

Change Request Response Targets	Core	Enhanced
A request for information, advice, access to a service component or where effort is identified as less than 2 hours.	4 hours	4 hours

Change requests are managed Monday-Friday 08:00-18:00 excluding UK public holidays unless otherwise stated.

4.4 Account Management

You will be assigned a named account manager who will be your primary contact at Jisc for all service-related matters. For technical queries, your account manager will liaise with your named technical contact at Jisc.

Your account manager will arrange quarterly service review meetings (typically by video call). Whenever necessary, these will also include your named technical contact.

5 Associated Services

Jisc is a trusted technology advisor and ally of the education, public and third sectors. We provide best-in-class technology advice, engineering and support and work as part of your team to transfer knowledge at every step. As a not-for-profit membership organisation, we are an allied technology partner and we reinvest our profits back into the communities we earn them in.

We see public cloud technology as a key enabler of a digital revolution in the sectors we serve. Our consultants, architects, engineers, developers and support staff are the best at what they do and are dedicated to delivering the best service possible whilst also transferring their knowledge and skills to our members and customers.

Together, our services provide a full suite to support your use of public cloud services from start to finish. They can be taken in sequence to support your entire cloud journey or selected as needed to enhance just those parts of your programme where you need support.

5.1 Cloud Consultancy

- **Cloud Architectural Review** – we provide advice on optimisation, cost control, performance enhancements, security improvements and service resilience
- **Cloud Strategy & Roadmap** – we assess your IT estate and operating model before setting out a strategy for public cloud adoption

5.2 Cloud Professional Services

- **Cloud Design & Deployment** – we develop high-level and low-level designs for new or re-architected uses of public cloud and we deploy and test them to your chosen platform using infrastructure as code
- **Cloud Migration** – we provide technical and project management expertise to lift and shift existing services to public cloud

- [Office 365 Migration](#) – we offer consultancy, implementation and project management expertise to support your migration to the Microsoft 365 suite of collaboration tools

5.3 Cloud Resell & Support

- [Managed AWS](#) – we resell AWS and provide the day-to-day management and support for your AWS deployments
- [Managed Azure](#) – we resell Microsoft Azure and provide the day-to-day management and support for your Azure deployments
- [Managed GCP](#) – we resell Google Cloud Platform and provide the day-to-day management and support for your GCP deployments
- [Managed Database](#) – we look after the day-to-day running, maintenance and backup of your public cloud databases
- [Managed Microsoft 365](#) – we resell Microsoft 365, help to optimise your use of Microsoft licencing, maintain a secure environment and ensure that you always have access to Microsoft Premier Support when you need it

5.4 Connectivity & Security

- [Janet Cloud Connect](#) – we provide high-capacity, resilient and secure access to AWS, Microsoft and Google via the Janet Network
- [Govroam](#) – we provide public sector staff with seamless access to roaming connectivity at participating sites across the UK
- [Managed Website Protection](#) – we provide DDoS mitigation and Web Application Firewall (WAF) protection for your public-facing websites

At every step of every engagement we aim to transfer our knowledge and skills to you because, by doing so, we will have a greater impact on society and become trusted and long-term allies. Our ultimate intention with all our services is to empower public and third sector organisations to become digitally independent.

Annex 1: Managed GCP Pricing

Our Managed GCP service pricing depends on whether you buy GCP through Jisc or direct from Google but is typically made up of three components:

- GCP consumption charges (the fee you pay for the GCP services you are using), including GCP Production Support
- A core managed service fee
- Fees for any Service Options you are using

The first of these will not appear if you are buying direct from Google. We strongly recommend you buy GCP Production Support so we can escalate calls to Google on your behalf.

We will invoice you on a monthly basis in £ in arrears.

There is an on-boarding fee for the managed service if we are migrating from an existing provider depending on the size and complexity of the estate. This fee is not applicable if the environment has been built by us through our 'Cloud Design and Deployment' or the 'Cloud Migration' services.

All service options are in addition to the core managed service.

GCP Consumption Charges	Pricing
GCP consumption charges when bought from Jisc	GCP list price
GCP Production Support when bought from Jisc (mandatory)	GCP list price

Core Managed Service	Pricing
Core managed service fee when GCP services bought from Jisc	Free
Core managed service fee when GCP services bought direct from GCP	5% of GCP consumption charge

Service Options	Pricing
Enhanced Support Compute Engine (CE) management charge Cloud SQL (CS) management charge General management charge	Includes all 3 components: £50 per CE instance per month £5 per CS instance per month 7% of GCP consumption
Annual Security Review <i>Undertaken on a T&M basis (typically 2 days effort)</i>	As per SFIA rate card
Enhanced Anti-malware <i>Excludes licensing costs of any third-party anti-malware software.</i>	£5 per CE instance per month
Managed Backup <i>Excludes licensing costs of any third-party backup software.</i>	£5 per CE or CS instance per month
Hybrid Solutions <i>Quoted on an hours/month basis following requirements gathering</i>	As per SFIA rate card

Enhanced Security <i>Quoted on an hours/month basis following requirements gathering</i>	As per SFIA rate card
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Full details for all GCP pricing are available at <https://cloud.google.com/pricing>.

All prices exclude VAT at current rate.

All prices exclude travel and subsistence which is chargeable separately at cost.

Special Terms

Customers have the following responsibilities in relation to the Service:

- You must provide accurate contact and payment details on Managed GCP registration.
- As referenced in Clause 7.8 of the terms and conditions for Jisc cloud services, the Managed GCP service is subject to additional terms that we are required to pass on by Google. These Google Cloud Platform Terms of Service prevail over the terms and conditions for Jisc cloud services terms for those elements of the service which are supplied by Google. These terms are set out below:
- The rights and restrictions located at <https://cloud.google.com/terms>, as updated by Google from time to time, and as may be made available on any successor or related site designated by Google
- The terms and conditions of the Google Cloud Platform Terms of Service located at <https://cloud.google.com/terms>, where the rights and obligations of Google shall be the rights and obligations of Jisc Services Limited
- You must follow designated procedures for logging incidents and Change Requests.

Terms and conditions for Jisc Cloud Solutions

Important legal notice. If you submit a purchase order for any Jisc Cloud Solutions, you create a legally binding contract for your institution, organisation or company which is governed by these terms and conditions. Therefore, please read these Terms and Conditions for Jisc Cloud Solutions carefully and only submit your purchase order if they are acceptable to your institution, organisation or company. These terms and conditions also govern trials of Jisc Cloud Solutions.

These terms and conditions apply to the provision of services by Jisc to the Customer. The Services to be delivered may include managed services, professional services, software development services, consultancy and related services as described in the relevant Service Description. Such Services may involve the delivery of services incorporating services of third parties; in particular in respect of managed services such as cloud hosting this will involve the use of Amazon Web Services (AWS), Microsoft Azure or Google services for the provision of such services. Where AWS, Microsoft or Google services are involved, the relevant terms and conditions applicable to AWS, Microsoft or Google shall be applicable in addition to these terms and conditions and by signing the Order Form for the Services, the Customer agrees to be bound by those applicable terms and conditions. Details of the AWS, Microsoft or Google cloud hosting conditions (including links to such terms and conditions) can be found within the relevant Service Description.

1. Definitions

1.1. In these terms and conditions, the following terms will have the following meanings:

- 1.1.1. **Agreement** means the legally binding contract between Parties for the delivery and receipt of the Services consisting of the Order Form, these terms and conditions, the Schedules and any documents referenced in any of the foregoing as being incorporated in the Agreement, including the licence terms and conditions for any software made available as part of the Services. Where there is a conflict or inconsistency the following order of precedence shall apply (highest to lowest):
 - 1.1.1.1. the Order Form;
 - 1.1.1.2. these terms and conditions; and
 - 1.1.1.3. the Schedules.
- 1.1.2. **Authorised User** means any party authorised by the Customer to use the Services.
- 1.1.3. **Business Day** means every day excluding Saturdays, Sundays and any national holidays throughout the United Kingdom.
- 1.1.4. **Content** means the Customer's software (including machine images), data, text, audio, video, images, other content and any Customer systems and processes that interact with the Services.
- 1.1.5. **Contract Period** means the period of time agreed by the Parties and set out in the Order Form.
- 1.1.6. **Customer** means the corporate entity that enters into the Agreement with Jisc, as set out at the start of this Agreement and in the Order Form.
- 1.1.7. **Deliverable** means any of the materials developed, created, written or prepared by Jisc in the course of the Services, including any of the deliverables specified in the Order Form or Schedules.

- 1.1.8. **Fees** means the amount to be paid by the Customer for the Services calculated in accordance with the applicable Schedules in respect of each type of Service.
- 1.1.9. **Intellectual Property** means patents, trade and service marks, trade names, design rights, topography rights, copyright (including rights in computer software and moral rights), database rights, rights in know-how and other intellectual property rights, in each case whether registered or unregistered and including applications for the grant of any of the foregoing and all rights or forms of protection which have a similar effect to any of the foregoing anywhere in the world.
- 1.1.10. **Jisc** means the corporate entity as defined at the start of this Agreement and in the Order Form.
- 1.1.11. **Managed Services** means the services described in the Managed Services Service Description to be performed by Jisc in accordance with this Agreement.
- 1.1.12. **Minimum Fee** means the greater of £1000 or 10% of the Fees.
- 1.1.13. **Objectionable** means unlawful or false or fraudulent or misleading or offensive or pornographic or obscene or derogatory or discriminatory or racist or defamatory or inflammatory or malicious or threatening or causing nuisance or causing anxiety or unsolicited mass mailing, flooding, mail-bombing, spamming; or infringing Jisc's rights or the rights of third parties or likely to expose Jisc to claims or liability, prosecution or disrepute, or otherwise actionable by any third party.
- 1.1.14. **Order Form** means the order form as between Jisc and the Customer, to which these terms and conditions are appended.
- 1.1.15. **Party** means Customer or Jisc, and together known as the Parties.
- 1.1.16. **Professional Services** means consultancy, design, development or customisation services as more fully described in the relevant Service Description.
- 1.1.17. **Schedules** means the schedules to this Agreement which set out, where applicable, Jisc's proposal for the Services, the Service Descriptions (including the service level agreements and the guidelines for use of the Services) which are also published at <https://www.digitalmarketplace.service.gov.uk/> and the prices included in the Order Form or, in the absence of such Order Form, the rates and prices published at <https://www.digitalmarketplace.service.gov.uk/>.
- 1.1.18. **Service Description** means the detailed description of the services offered by Jisc under this Agreement including the Managed Services and the Professional Services.
- 1.1.19. **Services** means the services to be provided by Jisc, as set out in the Order Form and/or Schedules. The Services may include software supplied by Jisc for use solely in connection with the Services.
- 1.1.20. **Start Date** has the meaning given to it at Clause 12.1.
- 1.1.21. **Third Party Materials** means the works and/or materials comprised in the Deliverables, the Intellectual Property Rights in which are owned by a third party.

Terms applicable to agreements for Professional Services

2. Professional Services

- 2.1. Jisc will provide the Services described in the Order Form and/ or Service Description for the term specified in the Order Form, on and subject to the terms and conditions of this Agreement.

- 2.2. Jisc will provide the Services:
 - 2.2.1. using reasonable skill and care;
 - 2.2.2. in a timely and professional manner;
 - 2.2.3. In accordance with the timetable set out in the Order Form; and
 - 2.2.4. in accordance with the standards generally observed in the industry for similar services.
- 2.3. Jisc will use reasonable endeavours to ensure the continuity of its personnel and their involvement in the Services.
- 2.4. Jisc has assumed contiguous Business Days during business hours for the purposes of its quotation for the Services. If the Customer wishes to suspend the work, it must give Jisc at least one week's prior written notice. In the absence of such notice, Jisc reserves the right to charge at its standard rates for assigned personnel who cannot be re-deployed to work for other customers. Jisc will require one week's notice to re-commence work following suspension.
- 2.5. If any change to the nature or scope of the Services or any other aspect of this Agreement is identified as being desirable by either the Customer or Jisc, a request may be submitted to the other Party to effect such change. Any such request will be sufficiently detailed to enable the other Party to assess the impact of the proposed change. Any change to the nature or scope of the Services or any other aspect of this Agreement will only become effective when Jisc provides written confirmation (including by e-mail) of the agreed change and any applicable terms.
- 2.6. Jisc will use reasonable endeavours to ensure that it does not introduce any virus or other specific vulnerability into any computer system used by the Customer and will ensure that no software, data or files residing on those systems will, at any time, be corrupted, damaged or rendered inaccessible by any act or omission of Jisc.
- 2.7. Jisc shall use all reasonable endeavours to perform the Services by the dates set out in the Order Form or Service Description and in any project plan. Unless specifically agreed to the contrary in the Order Form or Service Description, Jisc shall have no liability for liquidated or other damages arising out of such delay.
- 2.8. Where Jisc is delayed in the performance of its Services as a result of any circumstances outside its control including without limitation force majeure or delays caused by the Customer or its agents, Jisc shall have the right upon notice to the Customer to either (i) suspend the provision of the Services; (ii) terminate the Agreement or (iii) advise the Customer of the anticipated delay to the Services and the additional costs associated with retaining resources in order to deliver the Services.
- 2.9. In such circumstances:
 - 2.9.1. Jisc shall be entitled to invoice for Services performed at that date, including where such delay impacts an interim milestone, Jisc shall have the right to invoice for work completed notwithstanding that such milestone has been delayed; and
 - 2.9.2. The provisions of Clause 5 will apply.

3. Acceptance of Professional Service

- 3.1. Unless otherwise agreed, Professional Services are deemed to be accepted upon completion of the Deliverables.
- 3.2. Where formal acceptance has been agreed, the following applies unless otherwise agreed:
 - 3.2.1. Jisc will notify the Customer when any item is ready for acceptance;

- 3.2.2. Within five (5) Business Days of Jisc's notice, the Customer will confirm its acceptance in writing, or, if the Customer reasonably believes that the item does not substantially conform with the acceptance criteria agreed by the Parties, the Customer will confirm this in writing with sufficient details for Jisc to be able to understand the deficiency;
- 3.2.3. As soon as reasonably possible, Jisc will correct rejected items and re-submit them for testing and acceptance as above;
- 3.2.4. Any item will be deemed to be accepted if the Customer does not issue confirmation of acceptance or non-acceptance within the timescale in Clause 3.2.2; and
- 3.2.5. commercial usage of any item constitutes acceptance of the item. Commercial usage means use for any business purpose other than testing.

4. Customer's Obligations

- 4.1. The Customer will:
 - 4.1.1. provide access to its premises, computers and networks as is reasonably requested by Jisc;
 - 4.1.2. ensure that its personnel cooperate fully with Jisc in relation to the provision of the Services; and
 - 4.1.3. promptly provide Jisc with such information and documents as it may reasonably request for the proper performance of its obligations hereunder and be responsible for ensuring that such information is true, accurate, complete and not misleading in any material respect.
- 4.2. The Customer shall be responsible for procuring any third party cooperation reasonably required by Jisc to enable Jisc to perform its obligations under this Agreement.
- 4.3. Should the Customer fail to perform any of its obligations under this Agreement then Jisc may request, under Clause 2.5, an appropriate change to this Agreement to reflect any delay, cost increase or other consequences arising from such failure.

5. Payment for Professional Services

- 5.1. The Customer will pay Jisc the Fees specified in the Order Form.
- 5.2. Jisc will issue an invoice for the Minimum Fee following execution of the Agreement. All other Fees will be invoiced monthly in arrears.
- 5.3. Without prejudice to Clause 2.9.1, where Jisc has not commenced with the provision of the Services and the Agreement is terminated by Jisc due to delays caused by the Customer or its agents in accordance with Clause 2.8, the Minimum Fee will be retained by Jisc.
- 5.4. All due and valid invoices will be paid by the Customer within thirty (30) days of receipt unless there is a bona fide dispute as to the amount of the invoice.
- 5.5. All Fees are stated exclusive of value added tax which will be added to the invoices at the prevailing rate and will be paid by the Customer accordingly.

6. Intellectual Property Rights in Deliverables

- 6.1. Jisc shall ensure that the Third Party Materials are sub-licensed by Jisc to the Customer in accordance with the relevant licensor's standard licensing terms.

Terms applicable to agreements for Managed Services

7. Jisc obligations

- 7.1. In return for the payment of the Fees, Jisc grants the Customer a non-exclusive, non-transferrable right to use the Services and to permit Authorised Users to use the Services for the duration of the Agreement.
- 7.2. Jisc will perform the Services with the skill and care of a competent provider of services of a type similar to the Services and in all material respects in accordance with the applicable Service Description and service level agreement published in the Schedules. Jisc will use all reasonable efforts to achieve the KPIs; availability targets and respond, restore or fix times and any other service metrics and maintenance regimes set out in the Schedules. Any service credits set out in the Schedules are in full and final settlement of the relevant failure by Jisc. Service credits are used to purchase Services, monetary refunds do not apply. Any service credit balance remaining when the Agreement is terminated becomes null and void.
- 7.3. Jisc will maintain security measures aligned to ISO27001 and to the OFFICIAL standard classification.
- 7.4. Jisc shall not knowingly introduce any kind of harmful software, malware, viruses, trojan horses, worms, timebombs, cancelbots into the Services and will take all reasonable steps within its control to prevent the introduction of any of the foregoing.
- 7.5. Jisc will adhere to its privacy policy published at <https://www.jisc.ac.uk/website/privacy-notice>. The Customer will ensure that all Authorised Users are aware that the privacy policy applies to the Agreement.
- 7.6. Jisc warrants that it has all necessary authority, licences, rights, permissions and consents to enter into the Agreement.
- 7.7. The obligations in this Clause 7 replace all conditions, representations and warranties which may otherwise be implied by statute, common law or otherwise. The Customer is responsible for selecting the Services appropriate to its needs. Jisc cannot assess whether such Services are suitable for Customer's purposes.
- 7.8. Where Jisc is delivering Services utilising the services of any third party provider, the terms and conditions of such provider shall apply in respect of such services; in particular in respect of cloud hosting this will involve the use of Amazon Web Services (AWS), Microsoft Azure or Google for the provision of such services. Where AWS, Microsoft or Google services are involved, the relevant terms and conditions applicable to AWS, Microsoft or Google shall be applicable in addition to these terms and conditions and by completing an Order Form or submitting a purchase order for the Services, the Customer agrees to be bound by all of the applicable terms and conditions. Details of the AWS, Microsoft and Google cloud hosting conditions (including links to such terms and conditions) can be found within the relevant Service Description. The Customer acknowledges that no assurances in respect of the third party services is provided, and no liability in connection therewith is assumed by Jisc under this Agreement and that this is reasonable as the Customer will have a direct contractual relationship with AWS, Microsoft or Google as applicable.

8. Acknowledgments and Warranty Limitations

- 8.1. The Customer acknowledges that complex software is never wholly free from defects, errors and bugs; and subject to the other provisions of this Agreement, Jisc gives no warranty or representation that the Services will be wholly free from defects, errors and bugs.
- 8.2. The Customer acknowledges that that complex software is never entirely free from security vulnerabilities; and subject to the other provisions of this Agreement, Jisc gives no warranty or representation that the Services will be entirely secure.

- 8.3. The Customer acknowledges that the Services are designed to be compatible only with that software and those systems specified as compatible in the relevant Schedules; and Jisc does not warrant or represent that the Services will be compatible with any other software or systems.

9. Customer Obligations

- 9.1. In return for the proper performance of the Services, the Customer shall pay the Fees to Jisc in accordance with Clause 10 below.
- 9.2. The Customer warrants that it has all necessary authority, rights, permissions and consents to enter into the Agreement and to the Content and to any third party systems or services that it uses in connection with the Services. The Customer will abide by the licence terms and conditions published in the Schedules for all software forming part of the Services. The Customer shall ensure that the licence terms and conditions of all other software used by the Customer in connection with the Services permit such use.
- 9.3. The Customer shall ensure that all Authorised Users are sufficiently competent to meet the relevant obligations of the Customer set out in the Agreement. Where the Customer has an obligation under this Agreement, such obligation shall extend to its Authorised Users and the Customer shall procure compliance with such obligation by such Authorised Users. The Customer is liable for the actions, omissions, breaches and Fees incurred by Authorised Users.
- 9.4. The Customer shall not access, store, distribute or transmit any Objectionable Content nor use the Services for any Objectionable activity or purpose. Any such actions by the Customer or any Authorised User shall constitute a material breach of this Agreement.
- 9.5. The Customer shall not introduce any kind of harmful software, malware, viruses, trojan horses, worms, timebombs, cancelbots into the systems or services of Jisc, its suppliers or customers.
- 9.6. The Customer must maintain the confidentiality and security of all logon credentials and the details of how to use the Customer's account. The Customer is responsible for all Fees incurred through unauthorised access of its account, unless such unauthorised access is solely caused by Jisc. If the Customer discovers any unauthorised access, it must immediately ask Jisc to suspend the Customer's account in which case the provisions of Clause 11 shall apply.
- 9.7. The Customer shall not, and shall ensure that Authorised Users shall not, attempt to circumvent any security measures relating to the Services or infrastructure nor access Jisc's infrastructure except in accordance with the instructions and APIs specified by Jisc.
- 9.8. The Customer is solely responsible for procuring and maintaining its systems and services from and to the Jisc service boundary. The Jisc service boundary is defined in the Schedules.
- 9.9. The Customer is solely responsible for the development, operation, maintenance and use of the Content and for compliance with any third party AUP or other policies, regulations or laws relating to the same. The Customer uses third party products and services in connection with the Services at its sole risk and is liable for any costs incurred by Jisc as a result of the Customer's use of the same.
- 9.10. The Customer is responsible for properly configuring and using the Services and taking its own steps to maintain appropriate security, protection and backup of the Content, which may include the use of encryption technology to protect the Content from unauthorised access and routine archiving. Unless the Services include back up services, Jisc recommends that the Customer maintains an up to date copy of the Content by other means.

- 9.11. Unless otherwise set out in the Agreement the Customer is responsible for providing all support to its users and customers. Jisc shall provide support to the Customer for the Services as described in the Schedules but does not provide any support for the Customer's services or systems that interact with the Services.
- 9.12. The Customer may use the Services to provide services to its own customers but may not subcontract, sublicense, supply or re-sell the Services.
- 9.13. The Customer accepts that Jisc may be required by law to monitor the Content and use of the Services and to provide details of the same which may include identification of logon credentials and their usage. Jisc shall not be liable for any effect on the Services caused by the obligation to comply with any requests made under any statutory authority. The Customer agrees that without prejudice to Clauses 7.5 and 15, Jisc may also monitor the Customer's use of the Services and accumulate statistics for purposes connected with the Agreement and so as to be able to develop and improve the Services.
- 9.14. For the duration of the Agreement and for twelve months thereafter, the Customer shall not solicit the services or employment of any Jisc personnel. This provision does not apply to unsolicited approaches to the Customer or responses to any public recruitment campaign.

10. Fees and payment

- 10.1. The rates and charges comprising the Fees are as set out in the Order Form and the relevant Schedules.
- 10.2. Jisc may calculate Fees on an annual basis for the Customer's information. However, all Fees will be invoiced monthly in arrears throughout the Contract Period.
- 10.3. All invoices are due for payment within thirty (30) days of the invoice date. Jisc may charge interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 on any late payment.
- 10.4. Fees are quoted exclusive of VAT which will be paid by the Customer at the prevailing rate.
- 10.5. The Customer shall pay the appropriate consumption based charges charged by AWS, Microsoft or Google (as applicable). The Customer shall pay these to Jisc unless agreed by the Parties that such payment should be directly to AWS, Microsoft or Google (pursuant to an enterprise agreement between the Customer and the relevant cloud hosting provider). Where applicable, the charges payable to AWS, Microsoft or Google will be identified separately on Jisc's invoice along with details of the consumption of services by the Customer to which they relate.

11. Suspension

- 11.1. Without prejudice to any of its other rights or any rights of any of Jisc's cloud hosting providers, Jisc may suspend the Services in whole or part, upon written notice to the Customer where:
 - 11.1.1. Jisc in its sole and reasonable discretion, considers, or any third party claims, that the Customer is in breach of Clause 9.4; or
 - 11.1.2. the Customer exceeds the usage or financial cap for its account or in the event of non-payment of any invoice for a period of ninety (90) days; or
 - 11.1.3. Jisc reasonably believes that the owner of any Intellectual Property in the Content has withheld, withdrawn or failed to give its permission for the Customer's use of the same; or
 - 11.1.4. Jisc reasonably believes there to be a material breach, or persistent lesser breach by the Customer of the Agreement; or

- 11.1.5. Jisc is requested to do so by any statutory authority.
- 11.2. Jisc may suspend the Services until the circumstances causing the suspension have ceased.
- 11.3. The Customer will be obliged to pay the Fees for duration of the suspension. The Customer will be liable for any additional costs incurred by Jisc relating to the matter causing the suspension.
- 11.4. The Customer will have no access to the Content during any period of suspension.
- 11.5. Jisc shall not be liable for any of its obligations under any service level agreement applicable to the Services that are affected by suspension.

Terms applicable to all agreements

12. Term and termination

- 12.1. The Agreement shall come into force upon execution by both Parties. The Parties may agree that the Contract Period begins on the date as set out in the Order Form (**Start Date**) (provided that the Customer allows at least five (5) Business Days between the date of the Order Form and the start date of the Services). In such circumstances, the Services shall be deemed to have started upon the Start Date and the Customer shall pay for such Services from such date. Contract Periods shall also commence on the Start Date. The Agreement continues for successive Contract Periods until terminated in accordance with this Clause 12.
- 12.2. The Customer may terminate the Agreement at the end of the initial Contract Period by giving Jisc not less than thirty (30) days' prior written notice.
- 12.3. The Customer may terminate the Agreement at any time during subsequent Contract Periods by giving Jisc not less than thirty (30) days' prior written notice.
- 12.4. Jisc may terminate the Agreement at any time during subsequent Contract Periods by giving the Customer not less than sixty (60) days' prior written notice.
- 12.5. Either Party may terminate the Agreement immediately by giving written notice to the other if the other:
 - 12.5.1. is in material breach or commits persistent lesser breaches of any of the provisions of the Agreement;
 - 12.5.2. is in material breach or persistent lesser breaches of any of the provisions of the Agreement (not being breaches of the same provisions) which are capable of remedy but fails to remedy such breach within thirty (30) days of receiving written notice of the same; or
 - 12.5.3. presents a petition or has a petition presented by a creditor for its winding up, or calls a meeting to pass a resolution for voluntary winding up, or enters into any liquidation (other than for the purposes of a bona fide reconstruction or amalgamation), or calls a meeting of its creditors, or has a receiver appointed for any of its undertakings or assets, or is deemed by any relevant statutory provisions to be unable to pay its debts or, where the Customer, being a private individual, is subject of a bankruptcy petition.
 - 12.5.4. All rights and obligations of the Parties under the Agreement shall automatically cease upon termination except for such rights of action that have accrued prior to such termination and any rights or obligations under the Agreement or at law, which expressly or by implication are intended to come into or continue in force upon termination.

- 12.5.5. The Customer is responsible for removing all Content from Jisc's infrastructure prior to the date of termination of the Agreement.
- 12.5.6. Within thirty (30) days following the termination of the Agreement for any reason the Customer shall pay to Jisc any Fees in respect of Services provided to the Customer before the termination of the Agreement.
- 12.5.7. Upon termination of the Agreement, Jisc shall be entitled to re-assign all IP addresses and server names previously assigned to the Customer and the Customer shall promptly update all corresponding DNS entries for the Customer's domain name(s).
- 12.5.8. Upon termination of the Agreement all of the provisions of the Agreement shall cease to have effect save that the following provisions shall survive and continue to have effect (in accordance with their express terms or otherwise indefinitely: Clause 1, 5, 9.7, 10, 12.5.4, 12.5.5, 12.5.6, 12.5.7, 12.5.8, 14, 15, 16, 19, 20, 21 and 25.

13. Intellectual Property and Intellectual Property indemnity

- 13.1. Jisc warrants that it is the owner or licensee of all Intellectual Property necessary for the performance of the Services. All Intellectual Property relating to the Services and derivative works thereof arising under or during the Agreement shall be owned exclusively by Jisc or its licensors.
- 13.2. Jisc grants the Customer the right to use Jisc's Intellectual Property to the extent necessary for the Customer to make proper use of the Services but for no other purpose.
- 13.3. Jisc agrees to indemnify the Customer from all claims that its Intellectual Property infringes the rights of any third party provided that the Customer:
 - 13.3.1. has used the Intellectual Property in accordance with the Agreement;
 - 13.3.2. does not knowingly make or intimate any admission, settlement, opinion or undertaking that may be detrimental to Jisc's defence;
 - 13.3.3. gives Jisc prompt notice of any claim and the right to defend and settle any such claims in its own discretion;
 - 13.3.4. gives Jisc reasonable assistance to defend any such claims at Jisc's cost;
 - 13.3.5. uses all reasonable endeavours to mitigate Jisc's liability.
- 13.4. If any such infringement occurs or may occur, Jisc may at its sole option and expense:
 - 13.4.1. procure the right for the Customer to continue using the Services; or
 - 13.4.2. modify or amend the Services so as to remove or avoid the infringement without materially altering the designed capability.
- 13.5. The Customer warrants that it is the owner or licensee of all Intellectual Property in the Content. All Intellectual Property relating to the Content and derivative works thereof arising under or during the Agreement shall be owned exclusively by the Customer or its licensors.
- 13.6. The Customer grants Jisc the right to use the Customer's Intellectual Property to the extent necessary for Jisc to provide the Services but for no other purpose.
- 13.7. The Customer agrees to indemnify Jisc from all claims that the Content or any of the Customer's Intellectual Property infringes the rights of any third party provided that Jisc:
 - 13.7.1. has used the Content and Intellectual Property in accordance with the Agreement;
 - 13.7.2. does not knowingly make or intimate any admission, settlement, opinion or undertaking that may be detrimental to the Customer's defence;

- 13.7.3. gives the Customer prompt notice of any claim and the right to defend and settle any such claims in its own discretion;
 - 13.7.4. gives the Customer reasonable assistance to defend any such claims at the Customer's cost;
 - 13.7.5. uses all reasonable endeavours to mitigate the Customer's liability.
- 13.8. If any such infringement occurs or may occur, the Customer may at its sole option and expense:
- 13.8.1. procure the right for Jisc to continue using the Intellectual Property for the purpose of supplying the Services; or
 - 13.8.2. modify or amend the Content so as to remove or avoid the infringement; or
 - 13.8.3. promptly remove or discontinue use of the Content affected by the third party claim.

14. Data protection

14.1. In this Clause 14 the following definitions shall apply:

Agreement	means the agreement between Jisc and the Customer for the provision of the Service;
Applicable Law	means all applicable laws, statutes, regulations, decree directives, legislative enactments, orders, binding decisions of a competent Court or Tribunal, rule, regulatory policies, guidelines, codes, other binding restriction, regulatory permits and licences applicable under law which are in force from time to time during the term of this Agreement to which a Party and/or any Processing of Personal Data is subject from time to time;
Controller, Processor and Data Subject	Shall have the meaning given to those terms in the UK GDPR;
Data Protection Legislation	means (a) any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction which relates to the protection of individuals with regards to the Processing of Personal Data to which a Party is subject for the purposes of this Agreement, including the Data Protection Act 2018 and the General Data Protection Regulation 2016/679 (EU GDPR) as each is amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586) and incorporated into UK law under the UK European Union (Withdrawal) Act 2018, as amended to be referred to as DPA 2018 and the UK GDPR respectively; and (b) any code of practice or guidance published by the ICO or European Data Protection Board from time to time;
Data Protection Particulars	means, in relation to any Processing under this Agreement: <ul style="list-style-type: none"> (a) the subject matter and duration of the Processing; (b) the nature and purpose of the Processing; (c) the type of Personal Data being Processed; and (d) the categories of Data Subjects.

Data Subject Request	means an actual or purported subject access request or notice or complaint from (or on behalf of) a Data Subject exercising his rights under the Data Protection Legislation;
Data Transfer	means transferring the Personal Data to, and / or accessing the Personal Data from and / or Processing the Personal Data within, a jurisdiction or territory that is not a Permitted Country;
ICO	means the UK Information Commissioner (including any successor or replacement);
Permitted Country	means a country, territory or jurisdiction that is either: (a) within the UK or the European Economic Area; or (b) outside of the UK or European Economic Area but which is the subject of an adequacy determination by the UK Secretary of State or the European Commission (as applicable);
Permitted Purpose	means the purpose of the Processing as specified in the Data Processing Particulars;
Personal Data	has the meaning given to it in the UK GDPR and for the purposes of this Agreement includes Sensitive Personal Data;
Personal Data Breach	has the meaning given to it in the UK GDPR and, for the avoidance of doubt, includes a breach of Clause 14.4.3;
Personnel	means all persons engaged or employed from time to time by Jisc in connection with this Agreement, including employees, consultants, contractors and permitted agents;
Processing	has the meaning given to it in the UK GDPR (and Process and Processed shall be construed accordingly);
Regulator	means the ICO and any other independent public authority which has jurisdiction over a Party, including any regulator or supervisory authority which is responsible for the monitoring and application of the Data Protection Legislation;
Regulator Correspondence	means any correspondence from a Regulator in relation to the Processing of Personal Data under or in connection with this Agreement;
Security Requirements	means the requirements regarding the security of the Personal Data, as set out in the Data Protection Legislation (including, in particular, the measures set out in Article 32(1) of the UK GDPR (taking due account of the matters described in Article 32(2) of the UK GDPR));
Sensitive Personal Data	means Personal Data that reveals such categories of data as are listed in Article 9(1) of the UK GDPR and Personal Data relating to criminal convictions and offences;
Schedule	means this schedule which forms part of the Agreement; and
Third Party Request	means a written request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by law or regulation.

- 14.2. The Parties acknowledge that the factual arrangement between them dictates the classification of each Party in respect of the Data Protection Legislation.
- 14.3. Where a Party acts as a Controller in respect of any Personal Data Processed under or in connection with this Agreement, it shall comply with its respective obligations under the Data Protection Legislation and it shall only use such Personal Data for the purposes of performing its obligations under this Agreement.

Processor Obligations

- 14.4. If and to the extent that Jisc (for the purpose of this Clause 14.4 the **Processor**) Processes any Personal Data on behalf of Customer (for the purpose of this Clause 14.4, the **Controller**), the Processor undertakes to the Controller that the Processor shall:
- 14.4.1. Process the Personal Data for and on behalf of the Customer in connection with the performance of the Service only and for no other purpose in accordance with the terms of this Agreement and any instructions from the Customer;
 - 14.4.2. unless prohibited by law, promptly notify the Customer (and in any event within forty-eight (48) hours of becoming aware of the same) if it considers, in its opinion (acting reasonably) that it is required by Applicable Law to act other than in accordance with the instructions of the Customer, including where it believes that any of the Customer's instructions under Clause 14.4.1 infringes any of the Data Protection Legislation;
 - 14.4.3. implement and maintain appropriate technical and organisational security measures to comply with at least the obligations imposed on a Controller by the Security Requirements. If requested by the Customer, Jisc will provide a description of the technical and organisational security measures that Jisc will implement and maintain;
 - 14.4.4. take all reasonable steps to ensure the reliability and integrity of any of the Personnel who shall have access to the Personal Data, and ensure that each member of Personnel shall have entered into appropriate contractually-binding confidentiality undertakings;
 - 14.4.5. notify the Customer promptly, and in any event within forty-eight (48) hours, upon becoming aware of any actual or suspected, threatened or 'near miss' Personal Data Breach, and:
 - (a) implement any measures necessary to restore the security of compromised Personal Data;
 - (b) assist the Customer to make any notifications to the relevant Regulator and affected Data Subjects;
 - 14.4.6. notify the Customer promptly (and in any event within ninety-six (96) hours) following its receipt of any Data Subject Request or Regulator Correspondence and shall:
 - (a) not disclose any Personal Data in response to any Data Subject Request or Regulator Correspondence without the Customer's prior written consent; and
 - (b) provide the Customer with all reasonable co-operation and assistance required by the Customer in relation to any such Data Subject Request or Regulator Correspondence;
 - 14.4.7. not disclose Personal Data to a third party in any circumstances without the Customer's prior written consent, other than:

(a) in relation to Third Party Requests where Jisc is required by law to make such a disclosure, in which case it shall use reasonable endeavours to advise the Customer in advance of such disclosure and in any event as soon as practicable thereafter, unless prohibited by law or regulation from notifying the Customer;

(b) to Jisc's employees, officers, representatives and advisers who need to know such information for the purposes of Jisc performing its obligations under this Agreement and in this respect Jisc shall ensure that its employees, officers, representatives and advisers to whom it discloses the Personal Data are made aware of their obligations with regard to the use and security of Personal Data under this Agreement; and

(c) to a sub-contractor appointed in accordance with Clause 14.7.

14.4.8. not make (nor instruct or permit a third party to make) a Data Transfer without putting in place measures to ensure the Customer's compliance with Data Protection Legislation;

14.4.9. on the written request of the Customer, and with reasonable notice, allow representatives of the Customer to audit Jisc in order to ascertain compliance with the terms of this Clause 14 and/ or to provide the Customer with reasonable information to demonstrate compliance with the requirements of this Clause 14, provided that:

(a) the Customer shall only be permitted to exercise its rights under this Clause 14.4.9 no more frequently than once per year (other than where an audit is being undertaken by a Customer in connection with an actual or 'near miss' Personal Data Breach, in which case, an additional audit may be undertaken each year by the Customer within thirty (30) days of the Customer having been notified of actual or 'near miss' Personal Data Breach);

(b) each such audit shall be performed at the sole expense of the Customer;

(c) the Customer shall not, in its performance of each such audit, unreasonably disrupt the business operations of Jisc;

(d) the Customer shall comply with Jisc's health and safety, security, conduct and other rules, procedures and requirements in relation to Jisc's property and systems which have been notified by Jisc to the Customer in advance; and

(e) in no case shall the Customer be permitted to access any data, information or records relating to any other customer of Jisc.

14.4.10. except to the extent required by Applicable Law, on the earlier of:

(a) the date of termination or expiry of the Agreement (as applicable); and/or

(b) the date on which the Personal Data is no longer relevant to, or necessary for, the performance of the Service,

cease Processing any of the Personal Data and, within sixty (60) days of the date being applicable under this Clause 14.4.10, return or destroy (as directed, in writing, by the Customer) the Personal Data belonging to, or under the control of, the Customer and ensure that all such data is securely and permanently deleted from its systems, provided that Jisc shall be entitled to retain copies of the Personal Data for evidential purposes and to comply with legal and/or regulatory requirements;

14.4.11. comply with the obligations imposed upon a Processor under the Data Protection Legislation; and

- 14.4.12. assist the Customer in ensuring compliance with the obligations pursuant to Articles 32 to 36 of the UK GDPR taking into account the nature of Processing and the information available to Jisc, provided that Jisc shall be entitled to charge a fee to the Customer (on a time and materials basis and at such rate notified by Jisc to the Customer from time to time) in respect of providing any such assistance to the Customer.
- 14.5. Each of the Parties acknowledges and agrees that the following table sets out an accurate description of the Data Protection Particulars:

The subject matter and duration of the Processing	The hosting of the Customers Content via third party public cloud providers for the term of the Agreement. Such Content may include Personal Data.
The nature and purpose of the Processing	<p>The nature of the Processing will be the hosting of the Customer's Content by Jisc via third party public cloud providers. Jisc employees may have access to the Content for the purposes of performing the Services to be provided under the Agreement.</p> <p>More information on this can be found in our information sheet which sets out the circumstances in which we access Customer Data: https://repository.jisc.ac.uk/8378/1/jisc-cloud-solutions-access-to-your-data-on-aws.pdf.</p>
The type of Customer Data being Processed	The type of Customer Data will depend on the Content being hosted via third party public cloud providers under the Agreement.
The categories of Data Subjects	The categories of Data Subjects will depend on the Content being hosted via third party public cloud providers under the Agreement.

- 14.6. Notwithstanding anything in this Agreement to the contrary, this Clause 14 shall continue in full force and effect for so long as Jisc Processes any Personal Data on behalf of the Customer.

Sub-contractors

- 14.7. Jisc may from time to time use sub-contractors to perform all or any part of its obligations under this schedule. The Customer agrees that Jisc is generally authorised to engage sub-contractors to Process Personal Data. Information regarding the sub-contractors Jisc uses from time to time in connection with the performance of the Service can be found in the Schedules and may be updated from time to time. Jisc shall notify the Customer prior to any intended changes concerning the addition or replacement of a sub-contractor. The Customer may object to the appointment of any sub-contractor and Jisc shall reasonably take into account the views of the Customer in appointing any such sub-contractor, but for the avoidance of doubt the appointment of any sub-contractor shall be at Jisc's absolute discretion and Jisc shall have no obligation to act in accordance with any objection raised by the Customer.
- 14.8. Jisc may from time to time disclose Personal Data to its sub-contractors (or allow its sub-contractors to access Personal Data) for Processing solely in connection with the fulfilment of the Permitted Purpose.

14.9. Where Jisc uses a sub-contractor to Process Personal Data for or on its behalf, it will ensure that the sub-contractor contract (as it relates to the Processing of Personal Data) is on terms which are substantially the same as, and in any case no less onerous than, the terms set out in Clause 14.

14.10. Jisc shall remain liable to the Customer for the acts, errors and omissions of any of its sub-contractors to whom it discloses Personal Data, and shall be responsible to the Customer for the acts, errors and omissions of such sub-contractor as if they were Jisc's own acts, errors and omissions to the extent that Jisc would be liable to the Customer under this Agreement for those acts and omissions.

15. Confidential information

15.1. Confidential Information means information howsoever disclosed by one Party to the other which was not already in the public domain prior to the Agreement.

15.2. Each Party shall only use the other's Confidential Information to the extent necessary and in connection with the performance or use of the Services, as applicable, or as otherwise necessary to give effect to the Agreement, or as may be required by law.

15.3. Each Party agrees to keep the other's Confidential Information in confidence and only disclose such Confidential Information on a need-to-know basis and only to persons or parties under its control.

15.3.1. The Customer agrees that Jisc may include the Customer in its list of customers. Each Party will obtain the other's prior written approval for any other publicity concerning the Agreement or which mentions the other Party.

15.3.2. The obligations in this Clause 15 survive termination of the Agreement.

16. Liability

16.1. Subject to Clause 16.4 and without prejudice to Clause 16.3, the Parties agree that the amount of charges payable by the Customer to AWS, Microsoft or Google, as applicable, under Clause 10.5 will not be taken into account in calculating Jisc's liability under Clause 16.2. Furthermore, the Parties agree that the Customer may not bring a claim for amounts recoverable under Clause 16.2 in respect of any services provided by AWS, Microsoft or Google.

16.2. Jisc's aggregate liability to the Customer in any Contract Period in connection with the Agreement howsoever arising shall not exceed the greater of ten thousand pounds sterling (£10,000) or the aggregate of the Fees paid by the Customer in the twelve months prior to the event giving rise to the liability.

16.3. Jisc shall not be liable to the Customer for any loss of profit, business, revenue, goodwill or anticipated savings or for any consequential or indirect loss or damage howsoever arising.

16.4. Jisc does not exclude or limit liability arising from any wilful misconduct or fraud on its part nor for any liability for any death or personal injury arising from its negligence.

17. TUPE

17.1. The Customer shall indemnify Jisc from all arising costs and liabilities and these terms and conditions and the Fees shall be reasonably adjusted if it is deemed that the Transfer of Undertakings (Protection of Employment) Regulations 2006 or similar apply to the Agreement.

18. Assignment and Sub-Contracting

18.1. Neither Party may assign or transfer all or part of the Agreement, or any of its rights or obligations or appoint any agent to perform such obligations without the other's prior written

consent. However, by giving the other not less than sixty (60) days' written notice, either Party may transfer all of its rights and obligations to a wholly owned subsidiary, or to a wholly owned subsidiary of its parent company, or to its parent company.

18.2. Jisc may at any time use third party sub-contractors to perform some or all of its duties and obligations provided:

18.2.1. Jisc promptly provides the Customer with details of the sub-contractors; and

18.2.2. Jisc will consider in good faith any comments that the Customer may make to Jisc in relation to the performance of any of its sub-contractors, any of their personnel or those of Jisc and will take such action to deal with the issue in hand as reasonable in the circumstances.

19. Waiver

19.1. Failure by either Party to enforce any of the provisions of the Agreement will not be a waiver of such rights and will not affect the validity of the Agreement or that Party's rights to take subsequent action.

20. Changes

20.1. In order to continuously improve its operations and by giving the Customer sixty (60) days prior notice, Jisc may from time to time alter the Services, the service level agreements or these terms and conditions but not the Fees.

20.2. If the Customer cannot accept any alteration it may terminate the Agreement by giving Jisc not less than thirty (30) days' written notice at any time during the sixty day period in Clause 20.1. The notice given by the Customer can be effective at any time during the then current Contract Period. Jisc will promptly repay any payments already made for Services that would have been performed after the termination date including a pro-rated rebate of any annual Fees.

20.3. The Customer may change the selected Services in accordance with the process in the Schedules.

20.4. The Agreement may also be changed by the written agreement of the Parties; such written agreement shall state that it is intended to revise the Agreement.

21. Severability

21.1. If any competent authority finds any part of the Agreement to be invalid, unlawful or unenforceable, the Agreement will be deemed to be amended to the extent necessary to remove the competent authority's findings but so as to allow the rest of the Agreement to remain valid and unaffected to the fullest possible extent.

22. Force majeure

22.1. Jisc will not be liable for delay or failure to perform obligations caused by any attack on its security or for any circumstances beyond its reasonable control, provided that it promptly gives the Customer written notice of such circumstances and uses reasonable endeavours to mitigate the delay or failure.

23. Notices

23.1. Any notice or written agreement may be given as follows:

23.1.1. by delivery recorded mail or courier to the other Party's authorised representative at any address shown in the Agreement, or to any other address as one Party has notified the other of, and will be valid on the date of recorded receipt, or

23.1.2. by fax to the other Party's authorised representative to any fax number shown in the Agreement, or to any other fax number as one Party has notified the other of, and will be valid at the time shown on a successful transmission report, or

23.1.3. by email to the email address of the other Party's authorised representative and will be valid at the time of sending unless the email system has generated an unsuccessful transmission or unsuccessful delivery report. Emails sent to Jisc's authorised representative must be copied to legal@jisc.ac.uk.

24. Dispute Resolution

24.1. In the event of a dispute between the Parties concerning the Agreement, each of the Parties will, in the first instance, endeavour to reach an agreement in respect of the dispute by following the escalation process set out in Clauses 24.2 to 24.5 below.

24.2. The aggrieved Party will provide the other Party with written notice of the problem and the problem will initially be referred to the first level contact given in the table in the Order Form (the **First Level**).

24.3. If the problem is not resolved at the First Level or a corrective plan of action has not been mutually agreed within 10 Business Days of giving the dispute notice then either Party will have the option to escalate the matter to the second level contact given in the table in the Order Form (the **Second Level**).

24.4. If the problem is not resolved at the Second Level or a corrective plan of action has not been mutually agreed upon within 10 Business Days of giving the dispute notice then either Party will have the option to escalate the matter to the final level contact given in the table in the Order Form (the **Final Level**).

24.5. The Final Level representatives agree to use all reasonable efforts to meet within 10 Business Days at a mutually agreeable time and place in order to resolve the dispute.

24.6. Each Party agrees to keep the other Party informed of any changes to the contact details in the Order Form throughout the Term.

24.7. Without prejudice to each Party's rights to terminate the Agreement, if the Parties are unable to reach agreement on the disputed matter through the process as specified in Clauses 24.1 to 24.5 (**the Dispute Resolution Process**), they may agree to settle it by mediation in accordance with the Centre for Effective Dispute Resolution (**CEDR**) Model Mediation Procedure. Unless otherwise agreed between the Parties, the mediator will be nominated by CEDR. To initiate the mediation the Parties will send a joint notice in writing (**ADR notice**) to CEDR requesting mediation.

24.8. The mediation will start not later than 30 days after the date of the ADR notice, or such later date as the mediator is available. The commencement of mediation will not prevent the Parties commencing or continuing court proceedings, unless the Parties agree otherwise.

25. Legal construction

25.1. No agency, joint venture or partnership is created by the Agreement.

25.2. No term of the Agreement is enforceable by any person who is not a party to it whether relating to the Contracts (Rights of Third Parties) Act 1999 or otherwise.

25.3. The Parties agree to use the English language for all matters relating to the Agreement.

25.4. Before seeking redress to the English Courts under this Agreement, the Parties shall seek to resolve the matter in accordance with the process set out at Clause 24. If the matter remains unresolved following the Dispute Resolution Process either Party shall be entitled to pursue its rights at law.

- 25.5. The Agreement is governed by English law and subject to the exclusive jurisdiction of the English courts.
- 25.6. The Agreement represents the entire agreement and understanding between the Parties in respect of its subject matter. Any terms and conditions of any purchase orders, acknowledgements or receipts issued by the Customer in connection with the Services will have no effect even if they contain statements to the contrary and it is agreed that Jisc will accept any such purchase orders, acknowledgements or receipts subject to the terms and conditions of the Agreement only.
- 25.7. By submitting its purchase order for the Services, the Customer is deemed to have accepted these terms and conditions.