Terms and Conditions Document

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1. Introduction

The Terms & Conditions in this document apply to all products and services offered by Gitansh Software Solutions Ltd under the G-Cloud 14 Services Framework Agreement.

2. Compliance and Standards

The Terms and conditions in this document are intended to be fully and without reservations in compliance with the G-Cloud 14 Services Framework Agreement. No part of this document is intended to modify, limit, extend, or otherwise amend the terms of the G-Cloud 14 Services Framework Agreement. In case of ambiguity or overlap, the terms of the G-Cloud Services 14 Framework Agreement shall override any terms or conditions in this document.

We are committed to providing Data Protection and Security Standards that comply with GDPR and other relevant data protection regulations. Include details on security measures and certifications (e.g., ISO 27001).

3. Service Level Agreement (SLA)

Gitansh Software Solutions Limited (GSSL) will agree with the customer on a detailed service description and Service Level Agreement (SLA) applicable for the service as part of the agreement.

Unless requested otherwise, these will be based on Gitansh Software Solutions Ltd.'s standard service definition for the service at the time.

The agreed service profile and SLA (if any) shall be binding for the term of the call-off agreement unless amended by a written agreement between the customer and Gitansh Software Solutions Limited (GSSL).

4. Service Level Ordering and Invoicing

Gitansh Software Solutions Limited (GSSL) will agree with the customer on service level ordering and invoicing applicable to the service as part of the agreement per the G-Cloud 14 framework.

5. Charges and Payment

Gitansh Software Solutions Limited (GSSL) will agree with the customer to provide clear, transparent pricing and payment terms according to the G-Cloud 14 framework and guidelines.

6. Service Management

Gitansh Software Solutions Limited (GSSL) will agree with the customer on the service levels offered, including uptime guarantees and support levels, and service credits provided for not meeting agreed service levels.

7. Customer Responsibilities

Gitansh Software Solutions Limited (GSSL) will agree with the customer and clearly outline what responsibilities fall on the customer, such as providing access to necessary resources or maintaining security protocols.

8. Supplier Responsibilities

Gitansh Software Solutions Limited (GSSL) is committed to delivering the services according to the descriptions provided in the service definitions.

Gitansh Software Solutions Limited (GSSL) Limited will agree with the customer on the Support and Maintenance: Outline the support and maintenance services provided.

9. Termination and Exit

Gitansh Software Solutions Limited (GSSL) will agree with the customer on a detailed process of termination procedures for contract termination, including notice periods and obligations of both parties upon termination.

Gitansh Software Solutions Limited (GSSL) will provide detailed documentation and procedures for retrieving customers' data at the end of the contract or in the event of termination.

10. Contact Information

If you would like further information on our terms and conditions or specific advice on how we can configure them to your needs, then don't hesitate to get in touch with us as follows:

Email: info@gsslai.com
Phone: +44 (0)20 8922 8522
Website: www.gsslai.com