



Service Definition Document

Document Overview

This Service Definition Document outlines the cloud services provided by VITS Limited (VITS) in alignment with the G-Cloud 14 and 15 framework requirements. It covers services across Lots 1 (Cloud Hosting), 2 (Cloud Software), and 3 (Cloud Support). The descriptions are derived from VITS's General Terms and Conditions for Managed Services (Appendix 2 v1.0), ensuring compliance with public sector procurement standards. Services are delivered with a focus on security, reliability, and customer support, as defined in the Terms and Conditions.

VITS Limited is a UK-based provider (registered number 05210578) specialising in managed services, including hosting, support, and third-party software integration. All services are provided under the Terms and Conditions, which prioritise data integrity, compliance with Data Protection Laws (including GDPR), and professional delivery. VITS operates in accordance with the ISO 27001:2022 standard for information security management and holds Cyber Essentials accreditation, ensuring robust security practices audited annually.

This document is effective as of December 2025, and may be updated subject to agreement via a Change Request Form.

Lot 1: Cloud Hosting

VITS provides comprehensive cloud hosting services as part of its Hosting Services, designed to enable secure, scalable access to customer-hosted data and applications. These services are delivered via VITS's servers, with parameters specified in the Commercial Details Document. Hosting is available in the UK Territory, ensuring compliance with UK laws. All hosting adheres to ISO 27001:2022 and Cyber Essentials standards for enhanced security.

Archiving, Backup, and Disaster Recovery

VITS institutes and operates regular back-up procedures and disaster recovery measures to preserve the integrity of Customer Hosted Data. Backups are performed in accordance with industry standards and as detailed in the Commercial Details Document. In the event of data loss, corruption, or disaster:

- VITS promptly restores Customer Hosted Data from the last backup at no additional cost (unless caused by Customer actions).
- Disaster recovery includes business continuity plans to minimise downtime, with recovery time objectives (RTO) and recovery point objectives (RPO) aligned to Hosting Services Parameters.
- Archiving supports long-term data retention, with secure deletion options post-termination if not requested by the Customer within three months.

Compute and Application Hosting

VITS offers compute resources and application hosting through a platform of hardware and software enabling access to Customer Hosted Data and Delivered Third Party Software. This includes:

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- Scalable server resources for compute-intensive workloads.
- Hosting of applications within defined parameters, ensuring compatibility with Customer Minimum Equipment Requirements.
- Support for virtualized environments, with no strict limitations on compute usage beyond agreed fees and parameters.

Platform as a Service (PaaS)

VITS's Hosting Services function as a PaaS, providing a managed platform for deploying and running applications without managing underlying infrastructure. This includes:

- Provision of servers, storage, and networking.
- Integration with Delivered Third Party Software for custom application development.
- Automatic scaling and maintenance during Service Window Hours (typically 8am-6pm UK time on Business Days, unless otherwise specified for out of hours).

Infrastructure and Platform Security

Security is integral to VITS's services, using industry-recognised standards to restrict access and protect against unauthorized amendments, in line with ISO 27001:2022 and Cyber Essentials. Measures include:

- Restricted access mechanisms to ensure only authorised persons can interact with Customer Hosted Data.
- Compliance with Data Protection Laws, treating Customer Data as Confidential Information.
- Regular security audits and precautions to prevent corruption or loss, though 100% security is not guaranteed.

Distributed Denial of Service Attack (DDOS) Protection

VITS employs protective measures against DDOS attacks as part of its infrastructure security. This includes monitoring and mitigation to maintain service availability, with suspension only if bandwidth exceeds anticipated levels until fees are paid.

Firewall

VITS maintains firewalls around its servers to control inbound and outbound traffic, ensuring secure hosting environments as per Hosting Services Parameters.

Intrusion Detection

Intrusion detection systems are in place to monitor for unauthorised access attempts, aligning with VITS's commitment to using reasonable precautions for data integrity.

Protective Monitoring

VITS conducts protective monitoring during Service Window Hours to detect and respond to potential threats, with logging and reporting available upon request.

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Lot 2: Cloud Software

VITS facilitates cloud software solutions through the provision of Delivered Third Party Software and integration with Hosting Services. Software is resold or sublicensed under End User Licence Agreement Terms, with VITS acting as a reseller to ensure compatibility. Security practices for software align with ISO 27001:2022 and Cyber Essentials.

Application Security

VITS ensures application security by recommending and integrating secure Third Party Software. This includes:

- Compliance with security standards in End User Licence Agreement Terms.
- Support for secure configurations, excluding incidents caused by Customer misuse.

Healthcare

VITS supports healthcare-related software through Delivered Third Party Software, enabling secure hosting of health data in compliance with Data Protection Laws. Specific applications may include data management tools for patient records, subject to Commercial Details Document.

Project Management and Planning

Cloud software for project management is provided via Third Party Software, including tools for planning, tracking, and collaboration. VITS handles releases and updates to maintain functionality.

Schools, Education, and Libraries

VITS offers software tailored for educational institutions, such as database and content management systems for schools and libraries, hosted securely with access controls.

Information and Communication Technology (ICT)

General ICT software is covered, including communication tools, databases, and productivity applications, integrated into Hosting Services for seamless operation.

Lot 3: Cloud Support

VITS provides end-to-end cloud support services, including planning, migration, security, and ongoing assistance, as part of Support Services and Additional Services. Support incorporates ISO 27001:2022 and Cyber Essentials for secure operations.

Cloud Migration Planning

VITS offers planning services to enable migration to cloud software and hosting. This includes:

- Assessment of current systems against Customer Minimum Equipment Requirements.
- Development of migration strategies, with timelines and risk assessments.
- Use of Change Control Request Forms for amendments.

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Set Up and Migration

Setup and migration services handle the consolidation and transfer of workloads, including:

- Emails, files, calendars, documents, metadata, instant messages, applications, user permissions, compound structures, and linked components.
- Secure transfer to VITS servers, with testing and configuration charged at Rates if beyond standard Support Services.
- Full cooperation with Customer staff for smooth transitions.

Security Services

VITS protects services against threats, maintaining confidentiality, integrity, and availability:

- Implementation of security mechanisms as per Clause 4, aligned with ISO 27001:2022 and Cyber Essentials.
- Services to address breaches, with reasonable endeavors to minimise impact.
- Compliance with Data Protection Laws for all processed data.

Data Backup

Data backup levels include:

- Regular backups and 3-2-1 backup strategy for offsite business continuity as per Clause 4.1.6, with restore from the last backup.
- Disaster recovery plans detailed in Commercial Details Document, including RTO/RPO.
- Customer-requested additional backups charged at Rates.
- Upon exit, access to data provided within three months post-termination, in requested format.

Quality Assurance and Performance Testing

VITS ensures services meet user needs through:

- Professional delivery with reasonable skill and care (Clause 3.2).
- Testing for interoperability and performance, excluding Customer-caused issues.
- Continuous monitoring to verify reliability and efficiency.

Training

VITS provides training to optimise cloud software and services:

- Sessions on usage, security management, and virtualisation topics.
- Delivered by qualified staff, charged at Rates if beyond standard Support.
- Available for Customer Support Contacts to ensure effective adoption.

Ongoing Support

Support addresses user needs before, during, and after service provision:

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- Second-level support for Incidents via service desk, with Priorities defined in Service Level Appendix.
- Onboarding: Setup assistance and initial training.
- Offboarding: Data return or deletion post-termination.
- Outage and Maintenance Management: Advance notice for planned/emergency maintenance; reasonable endeavors to minimise downtime.
- Access to Data Upon Exit: Provided in requested format, charged at Rates for preparation.

General Terms

- **Pricing and Payment:** Services Fee, Additional Services Fee, and Rates as per Commercial Details Document. VAT applies.
- **Term and Termination:** Initial Term as specified, with auto-renewal unless terminated.
- **Liability:** Limited as per Clause 14, excluding indirect losses.
- **Compliance:** Adheres to UK laws, GDPR, Data Protection Laws, ISO 27001:2022, and Cyber Essentials.
- **Amendments:** Via Change Request Form.

For detailed terms, refer to VITS Limited General Terms and Conditions for Managed Services - Appendix 2 v1.0. Contact VITS at Hurlingham Studios, Ranelagh Gardens, London SW6 3PA for customisation.

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