AMICIS GROUP

Together, we'll build cyber resilience.

Amicis Group Delivery
G-Cloud 15
Terms and Conditions –
Platform Management
January 2026

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Service Terms and Conditions

Platform Management

Supplier: Amicis Group Limited
Framework: G-Cloud 15
Service Reference: [Service ID]
Last Updated: 21/01/2026

Service Terms – Platform Management

1. Purpose

These Service Terms describe the provision of the Platform Management service.

2. Relationship to G-Cloud Terms

These Service Terms are supplemental to the G-Cloud 15 Framework Agreement and Call-Off Contract.

3. Service Description

Platform Management provides operational management of customer platforms, including cloud and hosting environments, to support availability, performance, and security.

4. Service Scope and Assumptions

4.1 The service applies to platforms explicitly included in scope.
4.2 The customer retains ownership of platform architecture decisions.

5. Onboarding and Implementation

5.1 Onboarding includes environment discovery, access configuration, and monitoring setup.
5.2 The customer must provide architectural documentation and access.

6. Service Levels and Support

6.1 Monitoring may be provided 24x7 where agreed.
6.2 Standard support hours apply unless otherwise agreed.

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7. Customer Responsibilities

7.1 The customer is responsible for application-level configuration.

8. Security and Compliance

8.1 Platforms are managed in line with agreed security standards and UK GDPR.

9. Reporting and Visibility

9.1 Reports cover platform availability and operational health.

10. Change Management

10.1 Platform changes are subject to agreed change processes.

11. Service Limitations

11.1 The service cannot prevent all platform outages or failures.

12. Offboarding and Contract End

12.1 Access is withdrawn and data handled in accordance with the agreement.

13. Pricing Basis (Informational Only)

13.1 Pricing is based on platform size, complexity, and support scope.

14. Contact and Escalation

14.1 Escalation arrangements are agreed during onboarding.

15. Pricing Definitions

15.1 “Platform” means a hosting or cloud environment in scope.

16. Entire Service Terms

These Service Terms constitute the entire agreement for the Platform Management service.