AMICIS GROUP

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

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Service Terms and Conditions

Application Package Management

Supplier: Amicis Group Limited
Framework: G-Cloud 15
Service Reference: [Service ID]
Last Updated: 07/01/2026

Service terms – Application Package Management

1. Purpose

These Service Terms describe the provision of the Application Package Management service and define the responsibilities, assumptions, and limitations applicable to the service.

2. Relationship to G-Cloud Terms

These Service Terms apply in addition to the G-Cloud 15 Framework Agreement and the Call-Off Contract. In the event of any conflict, the G-Cloud 15 Framework Agreement and Call-Off Contract take precedence.

3. Service description

The Application Package Management service covers the preparation, testing, and maintenance of application packages for deployment within customer environments using agreed packaging standards and tooling.

4. Service scope and assumptions

4.1 The service applies only to applications explicitly agreed in scope.
4.2 Applications must be legally licensed by the customer.
4.3 Source installation media and vendor documentation must be provided by the customer.
4.4 The service does not include application remediation or vendor liaison unless agreed.

5. Onboarding and implementation

5.1 Onboarding includes agreement of packaging standards, tooling, and deployment methods.
5.2 The customer must provide access to packaging environments and deployment platforms.

6. Service levels and support

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6.1 Standard support is provided during UK business hours unless otherwise agreed.
6.2 Delivery timelines are agreed per packaging request.
6.3 Service levels are provided on a best-endeavours basis unless stated otherwise in the Call-Off Contract.

7. Customer responsibilities

7.1 The customer is responsible for application licensing and legal compliance.
7.2 The customer must provide timely access to installation media, documentation, and approvals.
7.3 The customer is responsible for deploying packages into production unless agreed otherwise.

8. Security and compliance

8.1 Packaging activities follow agreed security and configuration standards.
8.2 Any personal data encountered during packaging is handled in accordance with UK GDPR.

9. Reporting and visibility

9.1 The customer receives status updates and confirmation of package completion.
9.2 Documentation is provided for each completed package.

10. Change management

10.1 Changes to packaging standards or scope must be agreed in advance.
10.2 Package updates triggered by application changes are managed as new requests unless agreed otherwise.

11. Service limitations

11.1 The service cannot guarantee compatibility with all environments.
11.2 Vendor application defects are outside the scope of the service.

12. Offboarding and contract end

12.1 Packaging artefacts and documentation are handed over at contract end.
12.2 Access to customer environments is removed following offboarding.

13. Pricing basis (informational only)

13.1 Pricing is typically based on the number and complexity of application packages.
13.2 Pricing details are defined in the G-Cloud pricing schedule.

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14. Contact and escalation

14.1 Operational contacts and escalation routes are agreed during onboarding.

15. Pricing definitions

15.1 “Application Package” means an installation package prepared for automated or managed deployment.

16. Entire service terms

These Service Terms constitute the entire agreement for the Application Package Management service when read together with the G-Cloud 15 Framework Agreement and Call-Off Contract.