AMICIS GROUP

Together, we'll build cyber resilience.

Amicis Group Delivery
G-Cloud 15
Terms and Conditions –
Penetration Testing
January 2026

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Service Terms and Conditions

CyberGuard Lite

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

Service terms – Penetration Testing Service

1. Purpose

These Service Terms describe the provision of the Penetration Testing 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 Penetration Testing service provides authorised security testing of in-scope systems using industry-recognised methodologies. Testing may include manual testing, automated vulnerability scanning, and validation of identified weaknesses.

4. Service scope and assumptions

4.1 The scope of testing, targets, and test type are agreed in advance.
4.2 Written authorisation must be provided before testing begins.
4.3 The service assumes test environments are representative of live systems unless agreed otherwise.
4.4 Denial-of-service testing is excluded unless explicitly agreed.

5. Onboarding and implementation

5.1 Onboarding includes scoping, rules of engagement, and test scheduling.
5.2 The customer must provide system information, access details, and test approvals.
5.3 Testing is scheduled to minimise operational impact.

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6. Service levels and support

6.1 Testing is delivered within agreed timescales.
6.2 Support is provided during UK business hours unless otherwise agreed.
6.3 Any critical findings may be communicated during testing where appropriate.

7. Customer responsibilities

7.1 The customer is responsible for authorising testing and notifying stakeholders.
7.2 The customer remains responsible for remediation of identified vulnerabilities.
7.3 The customer must ensure testing does not breach third-party terms.

8. Security and compliance

8.1 Testing is conducted in line with recognised industry standards and ethical guidelines.
8.2 All findings and data are handled securely and confidentially.
8.3 The service supports customer compliance and assurance requirements but does not provide certification.

9. Reporting and visibility

9.1 A written report is provided detailing findings and risk ratings.
9.2 Reports include remediation guidance and supporting evidence.
9.3 Optional read-outs or clarification sessions may be provided.

10. Change management

10.1 Changes to scope or timing must be agreed in advance.
10.2 Material scope changes may require repricing or rescheduling.

11. Service limitations

11.1 Penetration testing provides point-in-time assurance only.
11.2 The service cannot guarantee identification of all vulnerabilities.
11.3 Testing outcomes depend on scope, access, and system complexity.

12. Offboarding and contract end

12.1 Testing artefacts and reports are provided to the customer on completion.
12.2 Access credentials provided for testing are securely disposed of.

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13. Pricing basis (informational only)

13.1 Pricing is typically based on test type, scope, and duration.
13.2 Pricing details are defined in the G-Cloud pricing schedule.

14. Contact and escalation

14.1 Named contacts are agreed during onboarding.
14.2 Urgent issues identified during testing may be escalated immediately.

15. Pricing definitions

15.1 “In-scope system” means any system explicitly authorised for testing.
15.2 “Finding” means a validated security vulnerability identified during testing.

16. Entire service terms

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