

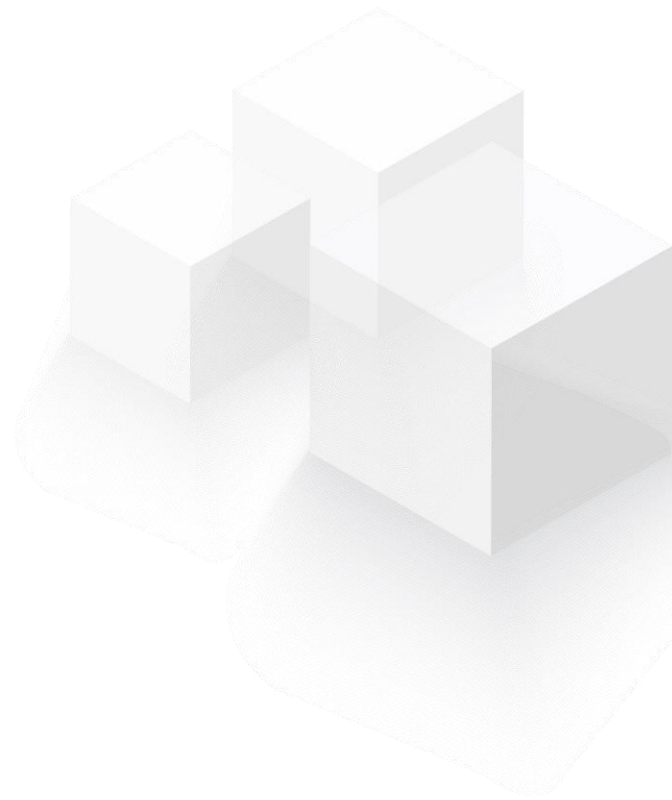


G-Cloud 13 Amazon Web Services EMEA SARL, UK Branch (AWS) – AWS Managed Services (AMS) Accelerate Operations Plan Pricing Document

May 2022



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1. Introduction

This Amazon Web Services EMEA SARL, UK Branch (“Supplier”) Pricing Document provides pricing information for the AWS Managed Services (AMS) offering included in the G-Cloud 13 framework catalogue.

2. AWS Managed Services Pricing

The Customer must contact the Supplier’s Account Manager point of contact to engage AWS Managed Services (see the AWS Service Definition Document). AWS Managed Services includes an unlimited number of account and billing support cases, with no long-term contracts.

AWS Managed Services billing calculations are performed on a per-account / per service level basis and are charged monthly based on each month’s AWS usage charges and EC2 Instance hours, subject to a monthly minimum charge.

For each AMS-managed account, the uplift is applied, and the charges are then totaled for the AMS bill. If the customer has a discount program, the discount program will be applied to the AMS charges and will appear in the customer’s billing console as a new credit memo.

Without limiting AWS’s rights under the Agreement to add new services with associated fees and charges, following the Service Commencement Date, AWS will charge the Customer the AWS Managed Services Fee for each AWS Managed Services Account at the rate set out below:

	AMS Accelerate ("follow-the-sun" support model)
Plus SLA Tier	
- Per EC2 instance hour	\$0.0673
- Uplift on other monthly AWS charges	8%
- patch add-on per EC2 instance hour	\$0.0195
Premium SLA Tier	
- Per EC2 instance hour	\$0.1020
- Uplift on other monthly AWS charges	10%
- patch add-on per EC2 instance hour	\$0.0278
Onboarding Fee	\$20k
Monthly Minimum Fee	\$10K with Business Support \$8K with Enterprise Support
Required AWS Support Plan	Business Support or Enterprise Support Required
Operations on Demand (block of 20 hours)	\$3,600/block

For the purposes of the above:

- AWS Managed Services Fee.** The AWS Managed Services Fee is greater of (a) the aggregate of the AMS Usage Charge under the applicable AWS Managed Services Account, or (b) the Minimum Monthly Fee.
- AMS Usage Charges.** Each Month, AWS will calculate the total charge for each Services (excluding AWS Managed Services, EC2 instances, AWS Support, AWS Marketplace, AWS Professional Services, and AWS Training and Certification) consumed under each AWS Managed Services Account (“AWS Charge”) and the number of running hours of EC2

instances (“Instance Hours”). The AMS Usage Charge for the account will be the sum of: (a) the number of Instance Hours multiplied by the per instance hour rates in the table above, and (b) the AWS Charge for each AWS Service (excluding AWS Managed Services, EC2 instances, AWS Support, AWS Marketplace, AWS Professional Services, and AWS Training and Certification) multiplied by the applicable uplift percentage in the table above.

3. **AWS Managed Services Account SLA Tier.** Customer may elect to change SLA tier applicable to an AWS Managed Services Account by providing AWS notice via a Service Request.
4. **Minimum Monthly Fee.** For customers with at least one account enrolled in AMS Advanced, the aggregate Minimum Monthly Fee for all AWS Managed Services Accounts is \$20,000 per month.

For customers that are only enrolled in AMS Accelerate, the aggregate Minimum Monthly Fee for All AMS Accelerate Accounts is indicated in the table above. All AWS Managed Services Accounts must have at least Business Support.

The Minimum Monthly Fee applies in aggregate across all Customer’s AWS Managed Services Accounts (and not per account). The Minimum Monthly Fee for customers with AMS Advanced Accounts will apply from the first day on the fourth calendar month after the Billing Start Date. The Minimum Monthly Fee for customers with all AMS Accelerate Accounts will apply from the Billing Start date. When at least one AMS Accelerate Account and one AMS Advanced Account are initially enrolled together, the lower Minimum Monthly Fee will apply on the Billing Start Date, while the higher Minimum monthly Fee will apply on the first day of the fourth calendar month after the Billing Start Date.

5. **AMS Accelerate Add-on Charges.** Customer may elect to add additional services (add-ons) to an AMS Accelerate Account during onboarding or by providing AWS notice via a Service request. The add-ons selected increase the AMS Accelerate Usage Charges as in the table above.
6. **Onboarding Fees.** The first time you enroll an AWS account in AWS Managed Services, AWS will charge a single Onboarding Fee for AWS Managed Services as described in the table above. The Onboarding Fee will be charged with the first bill as described in the Billing Start Date. If the first account enrolled is an AMS Accelerate Account, and at least one AMS Advanced Account is later enrolled, an additional Onboarding Fee will be charged that equals the AMS Advanced Onboarding Fee less the AMS Accelerate Onboarding Fee.
7. **Billing Start Date.** AWS Managed Services Accounts are activated once you have granted access to AMS to a compatible account, and AMS Activation notification occurs as defined in the AWS Managed Services Documentation. If the AMS Activation notification of the AWS Managed Services Accounts, Add-on Service Request, or Account tier Service Request is received by AWS on or prior to the 20th day of the calendar month, then the Billing Start Date for the new account or change will be the first day of the calendar month following the AMS Activation notification or such Service Request. If the AMS Activation notification is received by AWS after the 20th day of the calendar month, then the Billing Start Date for the new account or change will be the first day of the second calendar month following AMS Activation notification or such Service Request.
8. **Standard Usage Charges.** Standard usage charges will apply in addition to AWS Managed Services fees for all AWS Service Offerings used by AWS to provide AWS Managed Services. For additional information, please refer to the pricing pages for each Service Offering.



9. **Operations On Demand.** Operations on Demand is a service feature that extends the standard scope of AMS by providing operational services that are not currently offered natively by AMS Accelerate or AWS. Customers agree to purchase a certain number of hourly blocks (20 hours per block) on a monthly recurring or one-time basis.
10. **AMS Partner.** AMS can also be procured through the UK AMS partner, Mobilise Cloud. Mobilise Cloud will contract with the customer and can provide additional services on top of the scope of AMS, with AMS delivering its service with no service change. The AMS “Minimum Monthly Fee” does not apply if contracted via the AMS Partner.