



# Spindogs Ltd

Rate Card

Crown Commercial Services



# Team Member Rates

# Team Member Rates

## Day Rates (exc. VAT)

Service costs are exclusive of VAT. VAT is charged at 20%

| Description            | Cost |
|------------------------|------|
| Project Manager        | £600 |
| Web Designer           | £600 |
| Frontend Developer     | £600 |
| PHP Backend developer  | £600 |
| .Net Backend Developer | £900 |
| Bespoke Developer      | £900 |

| Description              | Cost          |
|--------------------------|---------------|
| Accessibility Specialist | £600          |
| UX Specialist            | £600          |
| Digital Marketer         | £600          |
| Copywriter/Editor        | £600          |
| Tester                   | £600          |
| Director                 | £900 – £1,200 |

# WordPress Hosting & Support

# WordPress Subscription

We've introduced a WordPress subscription service, providing easy access to the support to maintain and improve your online presence.

We're always on the lookout for ways to enhance your experience and ensure you get the support you need and so we have launched our WordPress subscription service, a new offering to meet the evolving needs of our clients who have a WordPress CMS with Spindogs, enabling you to choose the level of support that fits your unique digital journey.

The subscription service will help bring transparency and flexibility to your existing support plan, as well as new payment options which may be more in line with your budgets, with the additional options of enhanced security, access and turnaround times. We want you to know exactly what you can expect for you and your website, and hope this clarity will enhance the relationship you have with Spindogs.

You also have the power to customise your support level as needed, it really is all about flexibility.

Full details on next page

Core

£230 pcm  
Invoiced

£195 pcm  
Direct debit

Advanced

£530 pcm  
Invoiced

£450 pcm  
Direct debit

Premium

£680 pcm  
Invoiced

£578 pcm  
Direct debit

15% discount on all tiers if you sign up with Direct debit

Perfect for small business

### Core

Cost per month

£230  
Invoiced

£195  
Direct debit

- 48 hour response time
- 30 day backups
- Portal access
- Access to our training sessions & events
- GTM and GA setup
- Telephone support
- 2 hours per month for changes
- Includes standard hosting

Recommended for e-commerce

### Advanced

Cost per month

£530  
Invoiced

£450  
Direct debit

- 12 hour response time
- 30 day backups
- Portal access
- Access to our training sessions & events
- GTM and GA setup
- Telephone support
- 4 hours per month for changes
- Quarterly vulnerability scanning
- Fortnightly Plugin updates
- Fortnightly WordPress updates
- Includes standard hosting

A must for large businesses

### Premium

Cost per month

£680  
Invoiced

£578  
Direct debit

- 8 hour response time
- 30 day backups
- Portal access
- Access to our training sessions & events
- GTM and GA setup
- Telephone support
- 6 hours per month for changes
- Monthly vulnerability scanning
- Weekly Plugin updates
- Weekly WordPress updates
- 10% discount on all plan add-ons
- Health & Marketing performance monitor
- Monthly hours roll over
- Includes standard hosting

# .Net Hosting & Support

# Umbraco hosting

Keeping your website online is an important consideration once it's ready to go live. We offer hosting as a service and it is assumed that we will be hosting your new website unless we have discussed alternative arrangements.

Service costs are exclusive of VAT. VAT is charged at 20%

## Annual hosting

We successfully host over 90% of the websites we build. For the hosting of your new website, we're proposing Microsoft Azure with data centres based in the UK. Rather than hosting on self-managed virtual machines, we utilise App Services and SQL Databases. This means that Microsoft manage the VMs used for hosting these services and handle all the patching and upgrades as part of this service. SQL Database supports self-service for point-in-time restore (PITR) by automatically creating full backup, differential backups, and transaction log backups.

We recommend hosting your site on Azure using an App Service with 2 deployment slots – live & UAT (User Acceptance Testing). Each slot will have its own SQL database also hosted on Azure. Incremental backups are taken every 30 minutes and full backups daily. Each backup is retained for 30 days on Azure storage. There are no bandwidth restrictions and we have the ability to scale the website performance up or down with no downtime.

Full database backups are created weekly, differential database backups are created every few hours, and transaction log backups are created every 5 – 10 minutes. The backups are stored in a geo-redundant Azure storage account. The website code is hosted in Bitbucket and deployed to Azure automatically, triggered via a Webhook.

We make use of deployment slots which enable us to create up to five separate independent copies of a website. We can swap these slots when required and we use this procedure to promote releases between environments – UAT to live, for example.

All O/S, SQL upgrades are provided by Microsoft as required so that you can rest assured that the latest security patches are always applied. We monitor the Azure services by setting up alerts for CPU, memory and other services so that we can react accordingly. Azure hosting assures 99.995% uptime.

Please note that during the build phase of the project, we will provide up to three months of free hosting for the UAT environment so you can test the pages and functionality. However, if there are delays on your part in moving the project forward and putting the site live, we may need to start charging you after the three months has passed. Your project manager will discuss this with you in further detail.

|                        |            |
|------------------------|------------|
| Standard hosting       | £1,800 p/a |
| Medium traffic hosting | £3,600 p/a |
| Heavy traffic hosting  | £7,200 p/a |

# Umbraco support and maintenance

Keeping your website supported and up to date takes time. That's why we offer a range of support packages to help you with ongoing maintenance of the site, training on the CMS and assisting with small change requests.

Service costs are exclusive of VAT. VAT is charged at 20%

## Support and maintenance

We offer the unique and added value of an in-house dedicated Support team for our clients. Our support team are dedicated to monitoring all of our services and are trained on all content management systems, so they can provide any help you need in keeping your site at its best. The following list outlines the level of service that our partners with a support agreement should expect when they require help or assistance during Spindogs working hours:

- 90% Phone calls answered within 22 seconds
- 90% Answerphone messages given update within 90 minutes
- 90% Emails sent to support@spindogs.com given update within 120 minutes\*

\*Critical priority and urgent priority requests responded to more quickly.

System bugs fall outside of this SLA and are fixed out of courtesy and prioritised. As standard, you will have access to our dedicated support team, 9:00 – 5.30pm Monday to Thursday and 9:00 – 5:00 on Fridays.

Our support packages can be tailored to your requirements and are based around an agreed SLA, typically charged at a reduced hourly rate of £108 per hour. If you prefer not to choose one of our support bundles, you can pay-as-you-go for updates and changes to your site at a rate of £120 per hour.

If you are looking for a more proactive account managed service from us, then ask us about our Extended Support Agreement (ESA) options. All of our ESA packages come with a dedicated account manager in addition to the reactive service you will receive from our support team.

Account managed ESA packages start from £9,000 +VAT per annum.

---

|                      |            |
|----------------------|------------|
| 18hr support package | £1,944 p/a |
|----------------------|------------|

---

|                      |            |
|----------------------|------------|
| 24hr support package | £2,592 p/a |
|----------------------|------------|

---

|                      |            |
|----------------------|------------|
| 48hr support package | £5,184 p/a |
|----------------------|------------|

# Contact

## Address

3 Sovereign Quay,  
Havannah St,  
Cardiff  
CF10 5SF

## Contact

Liam Giles  
02920 480720  
bd@spindogs.com

