



Cyber Incident Response

Deloitte LLP

G-Cloud 14 Pricing Document

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1 Service Pricing

1.1 Introduction to pricing

Our 24/7 Cyber incident Response service is available both as an on-response and retainer service. By signing up to our retainer and pre-purchasing an initial block of hours you receive access to our rapid response SLA's

All prices are quoted exclusive of VAT and expenses.

1.2 Fixed pricing

This service is offered based on a fixed price with the option for additional hours available to be pre-purchased or requested at a future point in time.

CIR Retainer 210 Hours	£ 100,000 pa
Blended hourly rate and purchase of additional hours*	£355 per hour

*These can be agreed and purchased at any point, either before, during or after an incident.

1.3 Walk-ins

This response service is also available to be purchased directly (not through a retainer).

Blended hourly rate	£395 per hour
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*Number of hours will be agreed upon initiation of the service, minimum purchase 120 hours.

1.4 Retainer & Response SLA's

By signing up to our retainer and pre-purchasing an initial block of hours you receive access to our rapid response SLA's**.

Incident Reporting Helpline	24x7x365
Remote Triage	2 hours response
UK on-site support	24 hours response

On-boarding Workshop	Activation process, organisational structure, response and network protection technology and process contextualisation etc.
Quarterly Workshops	Recent incidents overview and threat intelligence update. Discuss any changes to either organisation, processes or technology etc.

**These are maximum response time; customers often receive quicker response times.

1.5 Invoicing process

Retainer & Pre-purchase:

We will invoice for this service on commencement, invoice will be payable within 30 days.

Additional Hours, over and above the initial purchased retainer, as required:

We will invoice for this service on completion of the agreed hours, invoice will be payable within 30 days.



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