



BECHTLE

Cloud Consultancy, Implementation and Support Services

G-Cloud Service Definition

Standard Support Pricing Matrix

Service	1 st Line End-User Support	2 nd /3 rd Line Support	End-to-End
Microsoft365 – Remote Only	From £12.50 per user per month	From £15 per user per month	From £25 per user per month
Microsoft365 – with escalation to Onsite Support as required	From £17.50 per user per month	From £20 per user per month	From £35 per user per month
Virtual Server (Cloud Hosted – Azure / vCloud)	N/A	From £75 per server per month	From £100 per server per month
Cloud Managed Firewall Appliance /Networking Appliance	N/A	From £75 per Device per month	From £100 per server per month
Full Managed Services	Subject to Scope Guide Price £40 per user per month – see Additional Pricing Note		

Prices above are Ex. VAT and Based on 24 Month Agreements with Hours of Cover of Mon-Fri 8:30am to 5:30pm excluding National Holidays (unless otherwise stated.) with our standard Service Level Agreement bespoke contract quotations available upon request.

Pricing Note

As stated this service has an element of agility and flexibility in terms of scope based on the Contracting Authority's environment, infrastructure, skills and desired outcomes. As such, an initial scoping and discovery activity will be undertaken to determine resource profiles required and pricing for any given requirement. Please refer to our GCloud SFIA rate card which will be used to determine a Time and Materials delivery price. Specific requirements and Fixed Price arrangements may be subject to a specific quotation. For more details on pricing, please consult the attached SFIA rate card or contact us directly.