

G-Cloud 15

Northdoor Plc

PRICING DOCUMENT

for G-Cloud 15 Services

V2

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About Northdoor Plc

For over 35 years, Northdoor plc has been a trusted partner to enterprises, helping them navigate complex technology landscapes. We specialise in the "hard stuff" – managing and securing critical data, applications, and infrastructure for clients in highly regulated sectors including finance and insurance companies, many of which operate in the City of London.

At Northdoor Managed Services we give our clients visibility of the information they need to grow and succeed - securely.

We deliver transformation *at scale and at speed* through AIM (Advise, Implement, Manage), our unique, proven and award-winning methodology which gives our customers clear visibility and control of their IT environment and data, enabling them to make smarter decisions, accelerate growth, and create real business impact.

With this extensive experience, we have established a reputation for outstanding customer service, being known across the industry for being there for our customers 24/7/365, ensuring that their IT systems are always available, secure and delivering value.

Pricing References

This is a summary of the key points to be considered by Buyers when considering the pricing of the Northdoor Plc G-Cloud 15 Offerings:

1. Please refer to the Northdoor Plc G-Cloud 15 SFIA Rate Card included in this document that is associated with the Service Offering for the T&M daily rates.
2. All pricing associated with Northdoor Plc Service Offerings assume that a Parent Company Guarantee is not required. If one is required, then this will be at additional cost to the Buyer.

Pricing Guidelines

All of our services in the G-Cloud catalogue have an element of agility and flexibility in terms of scope based on the environment, infrastructure, skills and desired outcomes.

As such, an initial scoping and discovery activity will be undertaken to determine all the components and resource profile required and **estimated pricing for any given requirement.**

G-Cloud Pricing: Lot 1a – IaaS/PaaS

Northdoor plc's pricing submission for G-Cloud 15 Lot 1a (IaaS/PaaS) is designed to provide public sector clients with flexible, cost-effective access to industry-leading IBM and Microsoft Cloud services. As a certified reseller, Northdoor's pricing model adheres strictly to the official pricing guidelines of IBM and Microsoft, ensuring that buyers benefit from the same list prices and enterprise-level features available directly from the vendors, with added managed services value.

Pricing Submission Summary

For Lot 1a, Northdoor leverages a consumption-based pricing model that reflects the dynamic nature of IaaS and PaaS environments. The submission is structured to ensure transparency and compliance with G-Cloud 15 standards, where price typically accounts for 10% of the overall evaluation weighting for Cloud Hosting. Key components include:

- **Vendor-Aligned Pricing:** All infrastructure (IaaS) and platform (PaaS) services are billed at the prevailing IBM Cloud or Microsoft Azure list rates, ensuring full alignment with vendor pricing structures.
- **Currency Stability:** Financial references are provided in British Pounds Sterling (GBP) to meet framework requirements.
- **Flexible Options:** Support for various purchasing models, including Pay-As-You-Go, reserved instances for long-term savings, and volume-based discounts where applicable by the vendor.
- **Value-Added Services:** Pricing includes the option for Northdoor's managed service oversight, ensuring optimized resource utilization and "FinOps" management to prevent "bill shock".

G-Cloud 15 Lot 1a Pricing Summary Table

Service Category	Vendor	Pricing Basis	Estimated Range / Unit
Compute (IaaS)	Microsoft Azure / IBM Cloud	Consumption / Pay-As-You-Go	Per hour/second based on VM size
Storage (IaaS)	Microsoft Azure / IBM Cloud	Usage-based	Per GB / Month
Database (PaaS)	IBM Cloudant / Azure SQL	Managed Service	Per instance or per RU/s

Networking	Shared	Usage-based	Per GB of data egress / Fixed Gateway
Managed Support	Northdoor	Service Level	Fixed monthly fee or % of cloud spend

All submissions are processed through the Central Digital Platform (CDP) and are subject to mandatory compliance checks to ensure no "abnormally low tenders" are submitted.

G-Cloud Pricing: Lot 2a – SaaS – Sanctions Checker

For Northdoor Plc's **G-Cloud 15 Lot 2a (SaaS)** submission for the **Sanctions Checker** solution, our pricing strategy focuses on transparency and scalability to meet the diverse needs of UK public sector bodies. As an established provider, our pricing for this software-as-a-service (SaaS) model is structured to be all-inclusive of the licence costs to use the solution, with a tiered pricing approach to additional searches, agreed up front.

Lot 2a Pricing Submission Summary

Our pricing for Sanctions Checker is designed to provide value across the lifecycle of the service.

- **Subscription Model:** Pricing is based on an annual subscription that scales according to the volume of records searched and the number of users required.
- **Tiered Scaling:** Additional searches are priced into the contract in advance, so users will always know what they'll pay depending on the number of records searched.
- **Currency and Transparency:** All pricing is submitted in British Pounds Sterling (GBP), with no hidden costs for maintenance or basic support, meeting the "transparency" requirements of the G-Cloud framework.

Sanctions Checker (SaaS) Pricing Summary Table

Service Tier	User Capacity	Query/Report Volume	Annual Pricing Range (GBP)
Entry Level	Up to 10 Users	Up to 10,000 Queries/Year	£5,000 – £20,000
Standard	11 – 50 Users	10,001 – 25,000 Queries/Year	£20,001 – £50,000
Professional	51 – 200 Users	25,001 – 100,000 Queries/Year	£50,001 – £150,000
Enterprise*	Unlimited	> 100,000 Queries/Year	£150,000+

*Note: *Enterprise pricing is subject to specific volume discounts based on the underlying resource consumption and specific organizational requirements.*

G-Cloud Pricing: Lot 3 – Cloud Support

For Northdoor Plc's **G-Cloud 15 Lot 3 (Cloud Support)** submission, our pricing is structured around a comprehensive **SFIA (Skills Framework For the Information Age) Rate Card**. This lot covers our professional services, including cloud migration, setup, training, and ongoing optimization for IBM and Microsoft Cloud environments.

Lot 3 Pricing Submission Summary

In alignment with the G-Cloud 15 requirements for Cloud Support, our pricing is designed to be competitive and reflective of the skill levels and requirements of the client needs.

- **Rate Card Structure:** We provide maximum daily rates for a range of professional roles, from junior support to executive-level strategic consultancy.
- **Price Boundaries:** All submitted rates strictly adhere to the framework's validation rules, falling between **£50 and £10,000 per day**.
- **Currency and Transparency:** All rates are quoted in **British Pounds Sterling (GBP)** and represent the maximum price a buyer will pay for our expert support services.
- **Vendor Alignment:** While these are Northdoor's professional services, our rates are optimized to provide the best value for clients leveraging our resold IBM and Microsoft cloud infrastructures.

Northdoor Plc: G-Cloud 15 Lot 3 Consolidated Pricing Table

Job Family	Job Role	Role Level	SFIA Level Alignment	Day Rate (GBP)
Architecture	Business architect	1. Trainee	1. Follow	£650
		2. Associate	2. Assist	£800
		3. Business architect	3. Apply	£1,100
		4. Lead	5. Ensure, Advise	£1,200
	Data architect	1. Data architect	3. Apply	£950
		2. Senior	4. Enable	£1,200
		3. Chief	7. Set Strategy	£1,600

	Enterprise architect	1. Enterprise architect	4. Enable	£1,000
		2. Senior	5. Ensure, Advise	£1,200
		3. Lead	6. Initiate, Influence	£1,400
		4. Principal	7. Set Strategy	£1,600
	Network architect	1. Associate	2. Assist	£800
		2. Network architect	3. Apply	£950
		3. Lead	5. Ensure, Advise	£1,200
	Security architect	1. Security architect	3. Apply	£950
		2. Lead	5. Ensure, Advise	£1,200
		3. Principal	6. Initiate, Influence	£1,400
	Solution / Technical	1. Associate	2. Assist	£800
		2. Standard Role	3. Apply	£950
		3. Senior	4. Enable	£1,100
		4. Lead	5. Ensure, Advise	£1,200
		5. Principal	6. Initiate, Influence	£1,400
Chief Roles	CISO / CTO / CDO	1. Chief level	7. Set Strategy	£1,600
Cyber Security	Audit & Assurance	1. Lead	5. Ensure, Advise	£1,200
		2. Principal	6. Initiate, Influence	£1,400
	Incident Response	1. Responder	3. Apply	£950
		2. Senior	4. Enable	£1,000
		3. Lead	5. Ensure, Advise	£1,200

Development	Developer	1. Junior	2. Assist	£800
		3. Developer	3. Apply	£950
		4. Senior	4. Enable	£1,200
		6. Lead	5. Ensure, Advise	£1,600
		8. Principal	6. Initiate, Influence	£1,800
User Design	Accessibility / Content	1. Associate / Junior	2. Assist	£800
		3. Standard Role	3. Apply	£950
		4. Senior	4. Enable	£1,200
		5. Lead / Head of	6. Initiate, Influence	£1,400

Standards for Consultancy Day Rate Cards

As per Northdoor Plc's standard terms included in our SFIA submission:

- Consultant's Working Day: 7.5 hours exclusive of travel and lunch.
- Working Week: Monday to Friday excluding national holidays.
- Office Hours: 9:00am to 5:30pm Monday to Friday.
- Travel, Subsistence & Mileage: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25.
- Professional Indemnity Insurance: Included in day rate.

This table ensures that as we bid for Lot 3 support services—helping SMEs with their 2026 AI readiness and legacy migrations—our pricing remains transparent, vendor-compliant, and easy for procurement officers to evaluate.

Skills For the Information Age (SFIA) Rate Card

SFIA Level	Role Description	Typical Expertise	Maximum Day Rate (GBP)
1. Follow	Junior Support / Intern	Basic tasks under close supervision	£450 - £600
2. Assist	Support Engineer	Technical assistance and maintenance	£650 - £800
3. Apply	Cloud Specialist	Deployment and migration execution	£850 - £1,050
4. Enable	Senior Consultant	Solution design and project lead	£1,100 - £1,300
5. Ensure / Advise	Lead Architect	Strategic advisory and complex builds	£1,400 - £1,650
6. Initiate / Influence	Principal Consultant	Program management and architecture	£1,700 - £2,000
7. Set Strategy	Technical Director	High-level roadmap and AI governance	£2,100 - £2,500

Note: Rates are inclusive of all organizational overheads and are subject to volume discounts for long-term strategic engagements.

Consultancy Services Overview: Scope, Pricing & Deliverables

Northdoor's Consulting engagement model is not driven by the "billable hour" culture typical of large Systems Integrators, but by our outcome-focused **AIM methodology (Advise, Implement, Manage)**.

Unlike generalist competitors who often front-load engagements with junior resources to "land and expand," our consulting practice is built on **senior-led specialization** across our three core value pillars:

- **Store IT** (Infrastructure & Cloud),
- **Protect IT** (Cyber Security & Compliance), and
- **Use IT** (Data & Analytics).

We scope every engagement through a rigorous **"Advise" phase**—utilizing targeted workshops, such as our **DataOps Maturity Assessment** or **Cyber Security Risk Reviews**—to establish a clear baseline and roadmap before a single line of code is written.

This allows us to move away from open-ended "Time & Materials" contracts toward **fixed-price, outcome-based project pricing** for the "Implement" phase, giving you budget certainty that is rare in the UK consulting market.

For ongoing advisory needs, we offer subscription-based models (e.g., our **Data Protection Advisory Service**), ensuring you have continuous access to subject matter experts without the overhead of a full-time hire.

This "boutique agility" combined with "enterprise depth" (as an IBM Platinum and Microsoft Gold partner) ensures we deliver the strategic rigour of a Tier-1 consultancy with the personal attention and speed of a dedicated specialist.

Consulting Service Deliverables (The "Advise & Implement" Phase)

Our consulting engagements are designed to bridge the gap between current state and future readiness:

1. Store IT: Cloud & Infrastructure Strategy

- **Legacy Modernisation Roadmaps:** Specialist consultancy for migrating complex IBM i (AS/400) and AIX workloads to hybrid Azure/AWS environments—a niche capability most competitors lack.

- FinOps Assessments: Audits of your current cloud spend (Azure/AWS) with a guaranteed "savings roadmap" to fund future innovation.
- Immersion Workshops: "Art of the Possible" sessions to prototype solution architectures before full deployment.

2. Protect IT: Security & Compliance Advisory

- Zero Trust Gap Analysis: Assessment of your current security posture against Zero Trust principles, delivering a prioritized remediation plan.
- Regulatory Readiness (DORA/GDPR): Gap analysis and implementation frameworks for the Digital Operational Resilience Act (DORA) and Supply Chain cyber risk.
- 3rd Party Risk Audits: utilizing tools like RiskXchange to provide an instant credit-score-style rating of your supply chain's cyber health.

3. Use IT: Data Strategy & AI

- DataOps Maturity Assessment: A structured review of your data pipelines to identify bottlenecks and implement automated, agile data delivery (CI/CD for Data).
- BI & Analytics Strategy: Design of "Single Source of Truth" architectures (Data Warehouses/Lakehouses) to empower users with Power BI/Tableau.
- AI Readiness Reviews: Cleaning and governing your data estate to ensure it is "AI-ready" for future Machine Learning initiatives.

Consultancy Services Pricing

The price will be calculated based upon the total consultancy effort required, as calculated using our SFIA card, along with the cloud component cost (if applicable as shown below).

- Consultant Working Day: 7.5 hours exclusive of travel and lunch.
 - Working Week: Monday to Friday excluding national holidays
 - Office Hours: 09:00 – 17:00 Monday to Friday excluding national holidays
 - Travel and Subsistence: Billed as incurred with mileage charged at 45ppm
 - Professional Indemnity: Included in day rate
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Managed Services Overview: Scope, Pricing & Deliverables

At Northdoor, we approach Managed Services with a philosophy of transparency and partnership. We scope and price our agreements through a consultative audit of your existing estate—spanning on-premise infrastructure, backup and disaster recovery, cloud environments, and data & analytics requirements. By benchmarking your specific needs against the latest UK market best practices, we deliver a clear, fixed-fee monthly pricing model that eliminates hidden costs and ensures budget certainty.

Our service delivery is facilitated by a unified, UK-based Service Desk and underpinned by dedicated Account Management and Service Delivery Management (SDM). This ensures that whether you select our **24x7** mission-critical coverage or our core **8x5** business-hours support, you receive consistent, expert care from a technical team with deep proficiency across IBM, Microsoft, and multi-vendor landscapes.

Service Area Deliverables

We tailor our support to the specific pillars of your IT environment. The following is the list of most common service areas. We tailor our services we deliver for each Managed Service client.

This list is not proscriptive or limited.

1. Infrastructure Managed Services (On-Premise & Hybrid)

- **Proactive Monitoring:** 24x7 health checks on server availability, CPU, memory, and disk usage to identify issues before they impact operations.
- **Patch Management:** Scheduled application of critical OS security patches and updates (Windows, Linux, IBM i/AIX) to maintain compliance and security.
- **Capacity Planning:** Quarterly trend analysis to predict future hardware requirements and prevent resource bottlenecks.
- **Hardware Lifecycle Management:** Coordination of break-fix support and vendor warranty management.

2. Backup & Disaster Recovery (BDR)

- **Daily Verification:** Automated and manual checks to ensure successful backup completion and data integrity.
- **Restore Testing:** Regular, scheduled test restores to validate RPO (Recovery Point Objective) and RTO (Recovery Time Objective) compliance.

- **Immutability Management:** Management of air-gapped or immutable storage tiers to protect against ransomware encryption.
- **DR Playbook Maintenance:** Annual review and update of the Disaster Recovery plan to align with infrastructure changes.

3. Cloud Services (Azure / AWS)

- **Cost Optimization (FinOps):** Monthly reporting on cloud spend with actionable recommendations to reduce waste (e.g., resizing instances, identifying unused resources).
- **Security Posture Management:** Continuous monitoring of cloud environments against security best practices (e.g., CIS benchmarks).
- **Identity & Access Administration:** Management of user roles, permissions, and conditional access policies to secure the tenant.
- **Platform Maintenance:** Management of PaaS resources, including scaling configurations and connectivity health.

4. Data & Analytics Services

- **Pipeline Monitoring:** 24x7 surveillance of ETL/ELT data pipelines to ensure data flows from source to warehouse without interruption.
- **Database Performance Tuning:** Ongoing index optimization and query analysis to ensure high-speed reporting and analytics performance.
- **Data Quality Assurance:** Automated checks for data consistency, freshness, and accuracy within the Data Warehouse or Data Lake.
- **BI Platform Support:** Administration of the reporting layer (e.g., Power BI, Tableau) to ensure availability for business users.

The Management Wrap

To ensure these technical deliverables align with your business strategy, every Managed Service contract includes:

- **Service Delivery Manager (SDM):** Your strategic partner responsible for monthly service reviews, SLA reporting, and continuous improvement planning.

- **Unified Service Desk:** A single point of contact for all incidents and requests, fully ITIL-aligned to ensure standardized incident, problem, and change management.

Managed Services Pricing

Our Managed Services are scoped and priced

- **Hosting and Software Costs:** For up to date prices please refer to Microsoft's pricing calculator.
- **Volume Discounts:** Potential, on request
- **Combination Discounts:** Potential, on request
- **Sector Pricing:** Potential, on request

Operations and Response times

For all requirements – from full out-tasking of IT operations, to providing service-desk support for a single technology platform – Northdoor's expert IT services professionals help clients to keep mission-critical systems available and performing optimally at all times.

Northdoor's managed services are grouped under two brands: **ManageLine** and **ServiceLine**.

- **ManageLine** offers proactive monitoring and full administration covering all aspects of support, assistance and best-practice advice. This helps ensure that the supported systems always remain operational and in optimal condition.
- **ServiceLine** provides an external ITIL-compliant IT service desk that responds to technical queries and service requests for covered systems. Onsite assistance can also be provided to supplement in-house staff, to execute specialist support tasks or as an emergency reaction to an IT incident.

Both **ManageLine** and **ServiceLine** are backed by rigorous, client-defined service-level agreements (SLAs) and key performance indicators (KPIs). Northdoor tracks and manages all activity and provides detailed reporting back to clients on a regular basis.

For both ManageLine and ServiceLine, Northdoor supports a wide range of the technologies most commonly deployed for core business systems. These include, but are not limited to:

- **Cloud: from Microsoft Azure through hybrid clouds to private clouds. Microsoft Windows, Linux and Platform-as-a-Service architectures are all supported.**

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- **IBM Power Systems: IBM i (formerly AS/400, iSeries), AIX and Linux**
- **Microsoft SQL Server: clustering, high availability, BI and reporting**
- **Microsoft Office 365 and Microsoft Exchange Server**
- **Oracle Database, Hyperion and Essbase**
- **Software asset management, including IBM License Metric Tool**

Whether clients choose ManageLine or ServiceLine offerings for just a single technology or their entire spectrum of operating systems, databases, cloud systems and web servers, they deal with a single dedicated Service Delivery Manager who provides responsive, jargon-free communication to keep services in line with business objectives. This clarity in management further supports Northdoor's mission to enable clients to dedicate themselves to core business issues, leaving as much of the technology as they wish in the hands of our experts.

Service Tiers

The following service tiers are available:

Tier 1 Monitoring Only	Tier 2 Monitoring + Management	Tier 3 Full Managed Service
9x5 or 24x7 monitoring, alerting, incident notification	24x7 Monitoring plus patching, backup checks, capacity reviews	End-to-end ownership, optimisation, vendor escalation, compliance
Basic visibility into systems health	Operational management of common tasks	Strategic support, optimisation, compliance readiness
Entry level support	Balanced support model	Comprehensive enterprise solution

Brands – ManageLine & ServiceLine

Both ManageLine and ServiceLine are backed by rigorous, client-defined service-level agreements (SLAs) and key performance indicators (KPIs). Northdoor tracks and manages all activity and provides detailed reporting back to clients on a regular basis.

Operational SLAs

- We offer both 24/7 or 8/5 Managed Services depending on your business criticality.
- We can tailor the Severity levels we monitor and deliver to based on servers, instances or even pipelines.

SEVERITY	IMPACT	RESPONSE TARGET
P1 – Emergency	Revenue loss from service failure	30-minute response
P2 – Major	Performance degradation affecting revenue generating operations	1 hour
P3 – Moderate	Revenue generating operations are impacted but a workaround is available	2 hours
P4 – Minor	There is no service or performance impact	No time commitment
P5 – Requests	Service request, including changes, mini-projects etc	2 Weeks

Further information on the the types of Managed Services available, prices and deliverables are available via our Managed Services, Services Catalogue and presales team