

Incident Response Retainer

PRICING METHODOLOGY

Each new Incident Response Retainer includes an Integration Project which allows Cyberis to gather all the relevant information about the customer’s organisation, assets, and processes so that when an incident occurs, Cyberis’ Incident Response Team (IRT) has all the background needed to provide effective and contextualised advice as soon the call is received.

Each Integration Project is costed individually based upon a detailed scoping exercise depending on the size of the organisation. The Cyberis headline rates are between £1,100—£1,700 plus VAT, per consultant day, subject to resources requested in line with the Government Digital and Data Profession Capability Framework roles .

Each Incident Response retainer is offered based on a fixed price. Additional hours are available to be pre-purchased or requested at a future point in time.

HOURS	RATE (ex. VAT)
40	£19,000
10 (additional hours)	£4,750

Additional Fees

Consultant travel and subsistence expenses are not included in the base retainer prices; these expenses will be recharged at cost following a consultant visit.

Bespoke services for items excluded from the scope of this retainer, such as malware reverse engineering, will be subject to additional fees and priced on a case-by-case basis as separate engagements.

Statement of Work

A ‘Statement of Work’ will be produced by Cyberis for each engagement which sets out the service requirements, resource requirements, invoice/charging and delivery basis, into a Cyberis Proposal document. The ‘Statement of Work’ forms the entire service contract, subject to G-Cloud 15 Terms and Conditions.

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