

Pricing Document – G-Cloud 15

All Services

3chillies provide Cloud Consulting, Website and Application Development and fully managed, cloud-based Hosting and Support for Websites, Apps and APIs. Our support helps you increase operational efficiency, maximise performance, and maintain a secure and reliable environment.

Featuring:

- Managed Service support options
- Fixed-price and T&M support and consulting options
- Efficient incident management
- Guaranteed response times and solution SLAs
- PaaS and IaaS hosting and support
- 24x7 monitoring
- Security and software patching
- Full DevOps operations, build and release pipelines
- Supported CMS platforms include Sitecore, Optimizely and Umbraco

3chillies can provide services under a number of different commercial models:

Time and Materials (T&M)

T&M is appropriate where the project requirements are undefined or require further elaboration, or where customer consumption of certain resources and skillsets is variable. T&M is billed using the day rates shown in our SFIA rate card.

Fixed-Price

Fixed pricing can be offered when the project requirements are clearly defined and agreed. This may be as a result of an earlier scoping phase undertaken by 3chillies or upon receipt of fully documented requirements from the customer. Pricing is available on request and is based upon the day rates shown in our SFIA rate card.

Managed Service

Managed Services are delivered via our dedicated UK-based technical support team. Pricing is tailored to meet the customer's SLA requirements and solution complexity, with fees typically ranging from £3,000 pcm to £20,000 pcm.

Volume discounts

We do not offer volume discounts when operating on a T&M basis. However, we are prepared to negotiate a discount where a customer is committing to a significant programme of work on a fixed cost/fixed scope basis.