



Prism
Infosec

G-Cloud 15 Lot 3 – Cloud Support Incident Response Services Retainer Pricing Info



Prism Infosec supports organisations globally to prepare for, respond to and manage cyber security threats.

Service Levels & Fees

Service Level Agreements

SLA	Gold	Silver	Bronze
IR Triage Phone line Availability	24/7/365	Mon-Fri 0700-1900 (GMT/BST)	Mon-Fri 0900-1730 (GMT/BST)
Incident Acknowledgement	1 Hour	2 Hours	4 Hours
Initial Triage	2 Hours	4 Working Hours	8 Working Hours
Incident Communication	At Least Every 2 Hours Minimum	At Least Every 2 Hours Within Working Hours	At Least Every 4 Hours Within Working Hours
Incident Report	24-72 Hours of Completion (Depending on Scale of Incident)	3 Working Days	5 Working Days
UK Mainland On-Site Attendance	1 Day	3 Working Days	5 Working Days

Services Retainer

	Gold	Silver	Bronze
Onboarding Includes Response Plan Review and Assessment	£1,875.00	£1,875.00	£1,875.00
Service Management Charge	£10,000.00	£2,500.00	£1,250.00
Number of Days Pre-Purchased	10	5	2
2-day Tabletop and IR Simulation	Included	Included	Included
Day Rate for Additional IR Work	£2,000.00	£2,250.00	£2,375.00
TOTAL COST (exc. VAT)	£31,875.00	£15,625.00	£7,875.00

Type	Per Day Cost
IR Consulting Days Without Retainer Contract	£2,500.00

Key Terms

- Overarching terms and conditions available - <https://prisminfosec.com/termsandconditions>
- Upfront invoice and payment due net 30 days
- At the end of the retainer, if the pre paid IR days/hours have not been used, 50% of the remaining value may be repurposed for use in other Prism Infosec services (such as Pen testing, Table Top exercises, Red Teaming etc);
- Where a scheduled Client Service as accepted by the Client in the Proposal is cancelled or postponed for reasons outside of the Supplier's control, the Supplier reserves the right to charge a postponement or cancellation fee on the following basis:
 - Postponement or Cancellation less than five (5) working days' notice of scheduled commencement of service delivery: 100% of proposed fee
 - Postponement or Cancellation between five (5) and ten (10) working days' notice of scheduled commencement of service delivery: 50% of proposed fee
- All prices exclude Travel and Subsistence expenses which will be recharged at cost (for onsite work only);
- All prices quoted exclude VAT;

Prepare



Prepare your organisation for cyber security threats.

Prepare your organisation for cyber security threats. Understand your current posture and strengthen your defences. We can help you get ahead of the risks with tailored testing, preparedness services and red teaming.

- Cyber Security Assessments & Penetration Testing
- Cloud Security
- Red Teaming & Simulated Attack
- Regulated Testing Schemes



Respond

Respond effectively to cyber security incidents.

Take control when incidents strike and recover with the confidence to move forward. Specialist support to help you respond to cyber threats and restore operations quickly.

- Remediation Services
- Incident Response
- Digital Forensics

Manage



Manage your ongoing cyber security resilience.

Build long-term resilience with ongoing support and consultancy. From strategic governance to fully managed SOC services and incident response retainers.

- Managed Security Services
- GRC & Security Consulting
- Compliance Services
- vCISO

About Prism Infosec

Prism Infosec is an Information Security company based in Cheltenham and Liverpool and was founded in 2006. The Company has delivered information security consultancy and assessment services to some of the world's largest organisations including private enterprise, public sector, government, defence and healthcare. Uniquely, Prism Infosec's consultants possess both a

business and management focus, but also a diverse range of technical skills. Whether delivering advice on cutting edge information security architectural solutions, conducting management controls audits, or in-depth technical penetration testing, our consultants always deliver a quality end-to-end service.



To book an assessment call:
+44 (0) 1242 652100



Send us an enquiry email:
contact@prisminfosec.com

