

Adaptive

G-CLOUD 15 – Lot 3: Cloud Support
– Pricing Document



AI Integration & Enhancement for Drupal Websites

Practical AI, applied where it adds real value.

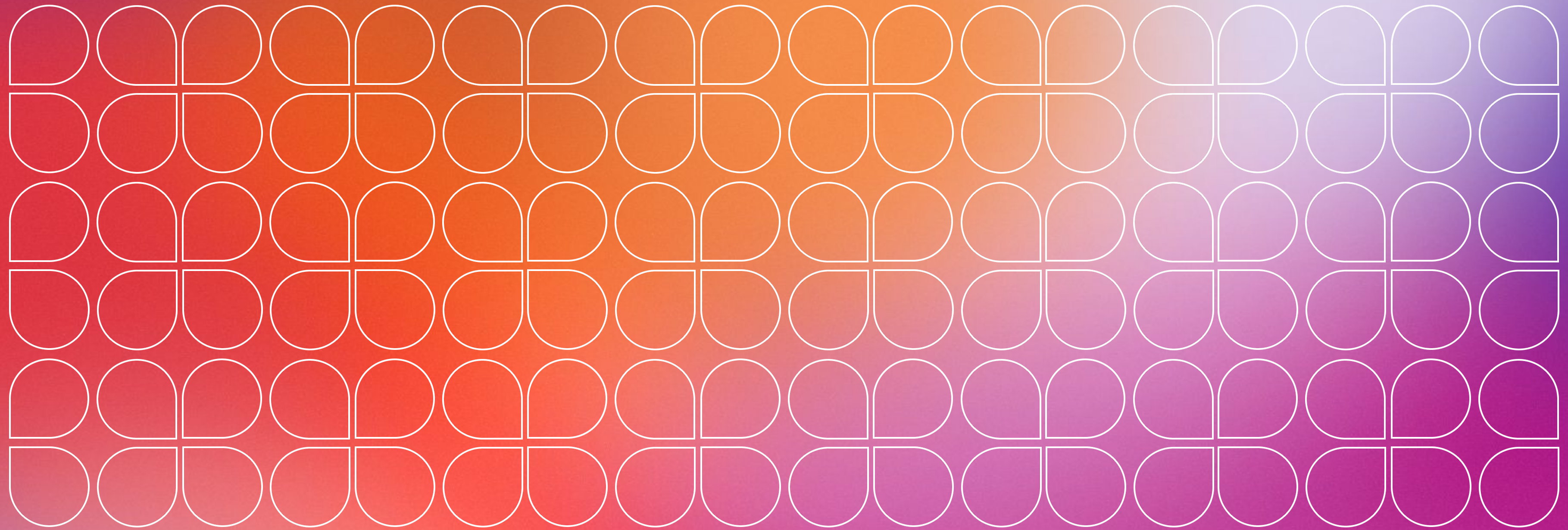
Artificial intelligence can improve how users find information, interact with content, and access services – but only when it’s applied carefully and in the right places.

Adaptive’s AI Integration and Enhancement services bring practical AI capabilities directly into Drupal, working with your existing content, workflows and governance. We focus on use cases that improve user experience, accessibility and efficiency, rather than introducing unnecessary complexity.

All AI features are designed to operate within controlled, compliant environments, with clear oversight and transparency. Solutions can be deployed in open or private cloud configurations to support data sovereignty and GDPR requirements.

What this service covers:

- AI assistants and conversational interfaces integrated into Drupal
- Intelligent, natural-language search and content discovery
- Content quality, tone and consistency checks
- Accessibility enhancements (speech, simplified language)
- Multilingual content support
- Analytics and insight into user questions and behaviour



AI Integration and Enhancement for Drupal Websites

Adaptive – **Drupal specialists**, focused on doing things properly.

Adaptive supports organisations that rely on Drupal to deliver important services – where security, reliability and long-term care matter.

We work with detail, integrity and intent. That means being clear when things are complex, honest when trade-offs exist, and committed to building platforms that last.

Our approach is calm, security-first, and grounded in real delivery – not hype, shortcuts or quick wins.

What guides how we work:

Integrity

Expertise

Security-first thinking

Long-term care

Why Adaptive?

Drupal done properly.

Specialists who go above and beyond for our customers' Drupal needs.

Adaptive supports organisations that rely on Drupal to deliver critical services, meet compliance standards, and keep improving over time.

We're known for being detailed, honest and dependable – combining deep technical expertise with a proactive service model that makes complex platforms easier to run.

What we're known for:

Being direct and honest

Strong security and governance

Calm, reliable delivery

Documentation and visibility

Support that sticks

Simple, transparent pricing.

Clear models, no surprises.

Our commercial approach is designed to be predictable, fair, and easy to work with – whether you need ongoing support, continuous improvement, or clearly scoped pieces of work.

We avoid complex pricing structures and focus on models that support long-term delivery and good decision-making.

What you can expect:

- Clear pricing from the outset
- No hidden costs or unexpected charges
- Upfront agreement before work begins
- Flexibility as priorities change

How pricing works:

Support packages – Monthly retainers covering agreed services, support levels and reviews

Continuous improvement & development
Time-based delivery, planned in advance and prioritised around your roadmap

Project work – Clearly scoped, time-limited pieces of work agreed up front

Onboarding – A one-off fee to establish a secure, well-understood baseline

Predictable costs. Clear scope.
Trusted delivery.

More Than Support

Specialist services to improve,
protect and grow your Drupal platform.

Support keeps your site stable. But long-term success comes from the work around it – Improving experience, strengthening security, and making sure your platform keeps delivering value.

Many organisations manage these needs separately. We bring them together, so changes are joined-up, practical, and delivered with Drupal expertise end-to-end.

These services can be delivered as one-off projects, scoped improvements, or alongside your ongoing support and development.

Our Services:

Strategy & Consultancy

Design & Build

UX

AI Development – Interact (AI Mode for Drupal) AI Dev Assurance

SEO

Vulnerability Scanning and Penetration Testing

Drupal Security Maintenance (DSM)

Multi Factor Authentication

Site Audits – Accessibility, Health, UX

Our G-Cloud services.

Specialist Drupal services, designed for public sector delivery.

Adaptive provides a set of clearly defined Drupal services through G-Cloud – covering support, security, performance, AI, and hosting.

Each service can be delivered independently or combined to meet the needs of complex platforms.

Drupal Support and Maintenance

Reliable, security-first support for live Drupal platforms.

Drupal Security and Compliance Support

Ongoing security assurance, vulnerability management and compliance support.

Drupal Performance Optimisation and Audit

Reviews and improvements focused on stability, performance and resilience.

AI Integration and Enhancement for Drupal Websites

Practical AI capabilities embedded safely into Drupal platforms.

DevTechOpsAI – Development Assurance

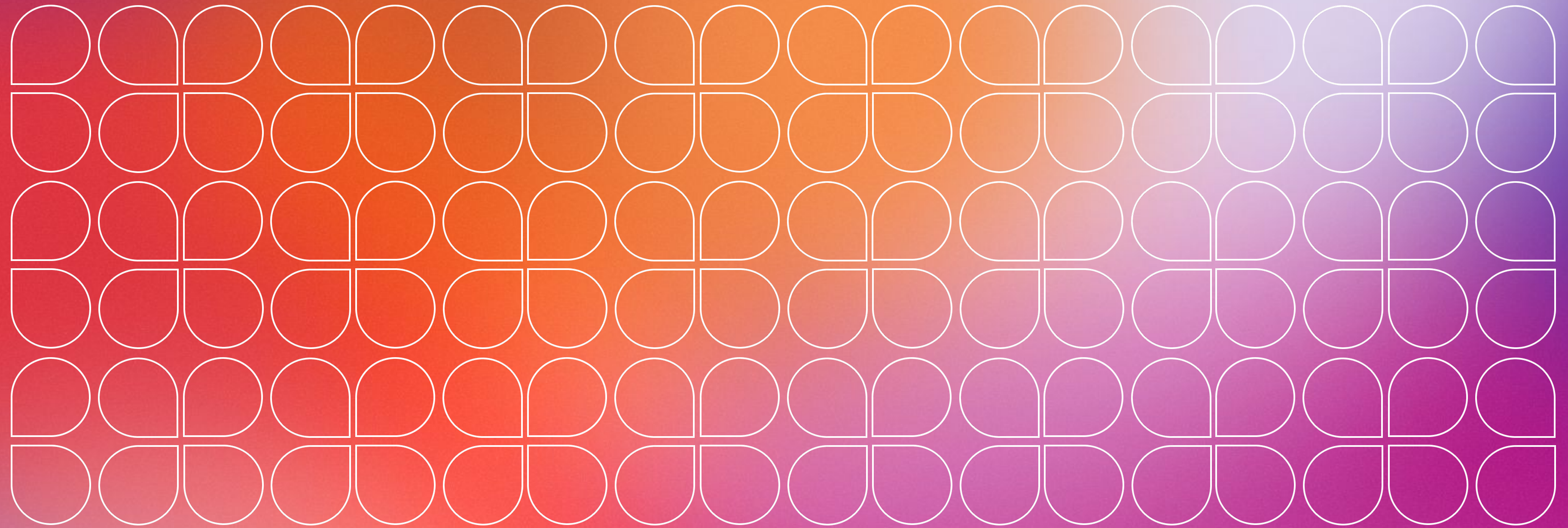
Production support and assurance for AI-built applications.

Interact – AI Conversational Assistant

A Drupal-native conversational interface trained on your content.

Managed Drupal Hosting

Secure, scalable hosting designed specifically for Drupal.



Drupal Support & Maintenance

Drupal Support & Maintenance.

Support isn't just "keeping the lights on".

Drupal support should reduce risk, remove stress, and give you confidence that your platform is being actively looked after.

Adaptive provides Drupal Support & Maintenance for organisations that rely on their websites to deliver important services. We combine proactive monitoring, structured maintenance, and access to specialist expertise – so issues are handled early and improvements are planned properly.

Support is delivered by a UK-based team who understand your platform, your priorities, and the environments you operate in. Work is visible, accountable, and handled with the same care we apply to business-critical systems.

Our approach focuses on:

- Keeping platforms secure and stable
- Responding quickly when issues arise
- Creating space for continuous improvement over time

- 24/7 Monitoring
- UK-Based Support
- ISO 27001/27701 Certified

Be prepared. Stay Secure. Keep Moving.

Support Essentials Lite

The essentials that keep your Drupal site secure, stable and quietly looked after

Our clients trust us with systems that matter. Support Essentials Lite applies that same care and rigour to your live Drupal site.

We handle updates, monitoring and testing in the background, giving you peace of mind that your site is secure, supported and ready when you need it – without unnecessary complexity or cost.

Included:

Drupal Updates

24/7 Site Monitoring

Automated Test Plan Creation & Maintenance

Adaptive:Connect Portal

Dedicated Account Management

£450 + VAT per month

Predictable monthly cost

Support when you need it

Support Essentials

Proactive Drupal support, with time and expertise to make your site better.

Support Essentials combines reliable Drupal maintenance with structured improvement and forward planning.

Alongside updates and monitoring, you receive quarterly expert reviews focused on how your site is performing and how it can improve. We look at stability, risk, performance and opportunity, helping you shape a clear roadmap for the quarter ahead.

You also get a flexible monthly allowance for minor fixes and development, so issues can be resolved and improvements delivered without friction, while bigger ideas are planned properly.

Out of hours, if something critical happens, our emergency support is there to protect your service and reputation.

Included:

Drupal Updates	Dedicated Account Management
24/7 Site Monitoring	Quarterly Account Management / Planning Reviews
Automated Test Plan Creation & Maintenance	Annual Account Review
5 Hours Of Minor Support	Adaptive:Connect Portal

£975 + VAT per month

Ongoing improvement, not just maintenance
Support when it really counts

Support Essentials Plus

Enhanced Drupal support, with stronger security and closer oversight.

Support Essentials Plus builds on Support Essentials, adding deeper security assurance, more regular planning & review.

Alongside updates and monitoring, your site is assessed through quarterly vulnerability scanning and annual penetration testing – helping identify and reduce risk before issues escalate.

You also benefit from monthly account management and planning reviews, creating a clear rhythm for prioritising improvements and shaping what comes next. A larger monthly allowance for minor fixes and development helps smaller changes get handled quickly, while bigger ideas are scoped properly.

Out of hours, our emergency cover is there to protect your service and reputation.

Included:

Drupal Updates	Annual Penetration Test
24/7 Site Monitoring	Dedicated Account Management
Out of Hours Emergency Cover	Monthly Account Management / Planning Reviews
Automated Test Plan Creation & Maintenance	Annual Account Review
10 Hours Of Minor Support	Adaptive:Connect Portal
Quarterly Vulnerability Scan	

£1,800 + VAT per month

Stronger security and closer oversight
Support that scales with your needs

Continuous Improvement doesn't need a big project.

It's how your Drupal site gets better every month.

Most organisations don't need a full rebuild – they need steady progress: improvements, new features, templates, fixes and refinements that keep the platform moving forward.

Our Continuous Improvement model gives you a simple, reliable way to deliver updates in a structured rhythm. You decide what matters most. We help you prioritise it and get it done.

If you need to keep things more formal, we can also work project-by-project or combine both approaches.

Good delivery needs momentum. Waiting for purchase orders and one-off approvals slows everything down.

With a monthly delivery approach, work moves faster, priorities stay visible, and your roadmap becomes something you actually get through –not something you keep rewriting.

What this covers:

Enhancements • Improvements • New Features Templates
• UX Fixes • Performance Tuning

£100 + VAT per hour

- Use hours as you need them
- Plan the quarter ahead
- Keep progress moving

Small Changes. Real Momentum.

Onboarding sets the foundation.

A structured start, so support runs smoothly from day one.

Switching support providers isn't just a handover – it's making sure your Drupal site is understood, secured, and ready to operate safely under a new team.

Our onboarding process gives you a clean baseline, clear visibility, and the confidence that your platform is set up properly before ongoing support begins. It's how we make sure the partnership starts strong.

What Onboarding Includes:

Security assessment of code, database & configuration

Vulnerability scan

Site migration (where required)

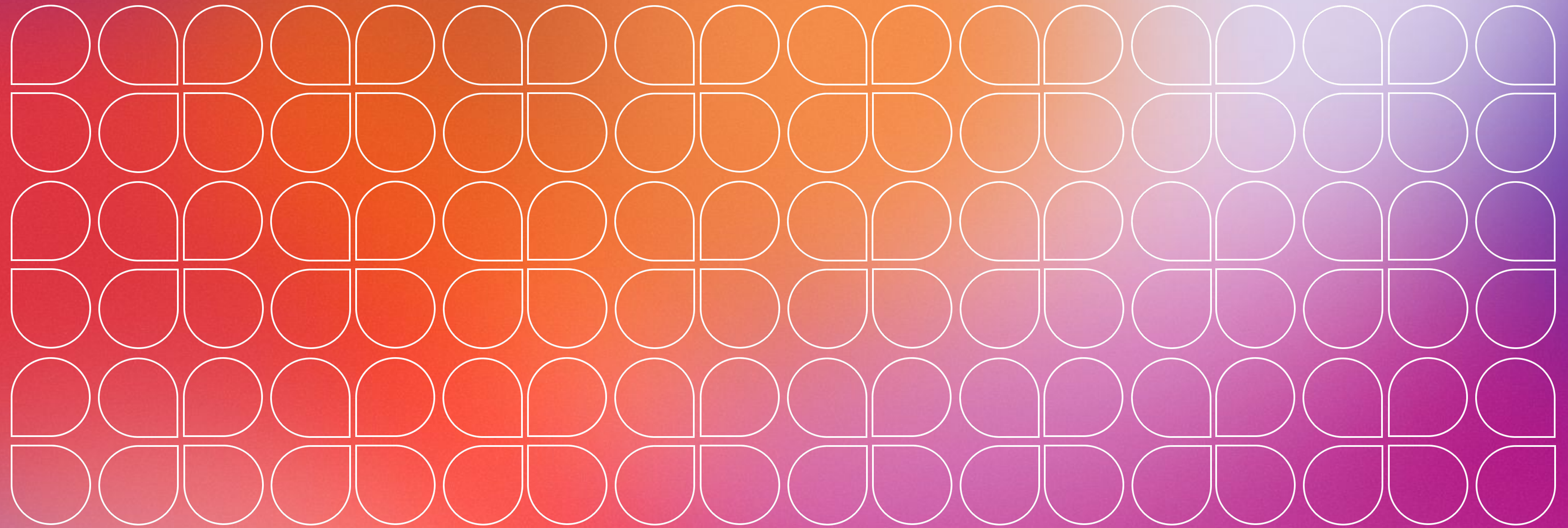
Adaptive:Connect portal setup

Support access and ways of working agreed

One-off onboarding fee:

- **£1,000 + VAT** (Lite)
- **£2,000 + VAT** (Support Essentials / Essentials Plus)

Secure Foundations. Smooth Support.



Drupal Security & Compliance Support

Drupal Security & Compliance Support

Security that's active, visible, and built in.

Drupal security isn't a one-off exercise. Risks change, vulnerabilities emerge, and compliance expectations evolve over time.

Adaptive's Drupal Security & Compliance Support provides ongoing assurance for organisations that need their platforms to remain secure, resilient and compliant. We combine proactive security monitoring with structured reviews and independent testing, so risks are identified early and handled properly.

Our approach is security-first and evidence-led – aligned with recognised standards and delivered by a UK-based team experienced in supporting business-critical and regulated platforms.

What this service covers:

Ongoing security monitoring and vulnerability management

Regular security reviews and risk assessment

Vulnerability scanning and penetration testing

Secure configuration and access controls

Compliance support aligned to ISO 27001 / 27701

Clear reporting and remediation planning

Drupal Security & Compliance Support (continued)

How security is delivered day to day.

Security and compliance support is embedded into how your Drupal platform is operated – not treated as a separate activity. This ensures security considerations are part of routine updates, changes and improvements.

Activity is structured, documented and visible. Findings are assessed by experienced specialists, prioritised by risk, and translated into clear remediation actions that can be planned and delivered.

This approach supports both operational security and governance needs, giving teams confidence that risks are being actively managed and that evidence is available when required for audit or assurance purposes.

How this service is delivered:

Integrated into live operations – Security monitoring and review run alongside support and maintenance activity

Expert-led assessment – Findings are reviewed by specialists who understand Drupal, hosting environments & real-world risk

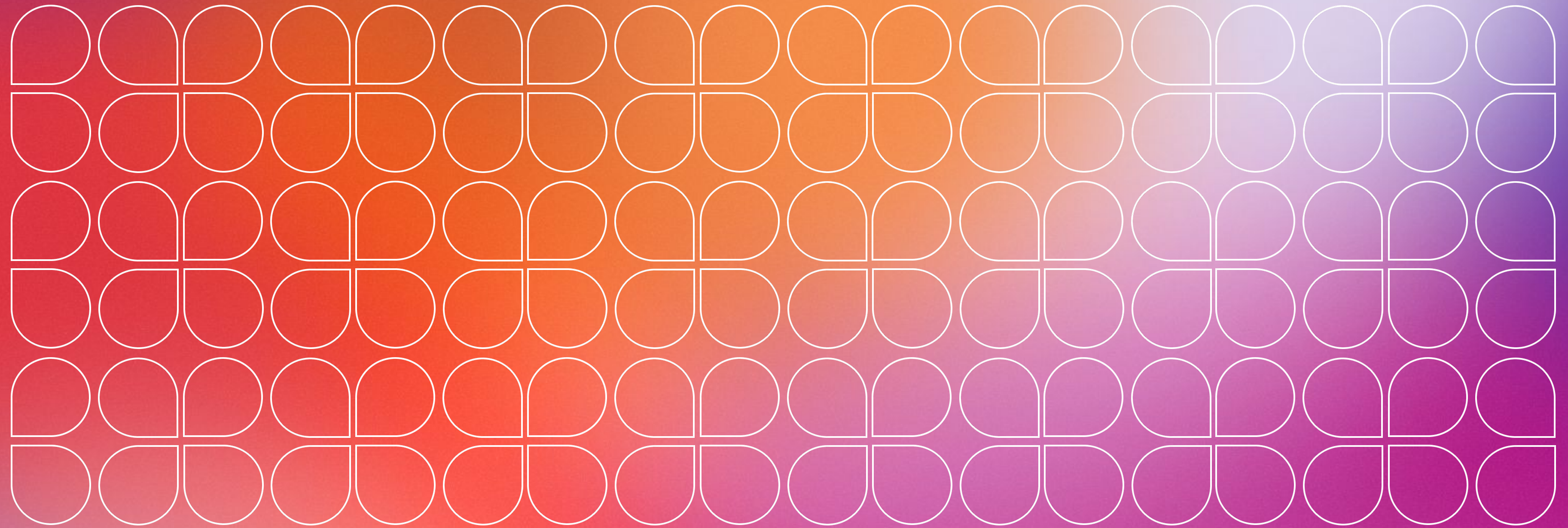
Independent validation – Vulnerability scanning and penetration testing provide external assurance

Clear reporting and planning – Results are documented, prioritised and fed into delivery planning

Governance-aligned delivery – Processes align with ISO 27001 / 27701 and support internal and external compliance requirements.

From £1,000 + VAT per month

Drupal Security & Compliance
Support packages



Drupal Performance Optimisation & Audit

Drupal Security & Compliance Support (*continued*)

How security is delivered day to day.

Security and compliance support is embedded into how your Drupal platform is operated – not treated as a separate activity. This ensures security considerations are part of routine updates, changes and improvements.

Activity is structured, documented and visible. Findings are assessed by experienced specialists, prioritised by risk, and translated into clear remediation actions that can be planned and delivered.

This approach supports both operational security and governance needs, giving teams confidence that risks are being actively managed and that evidence is available when required for audit or assurance purposes.

How this service is delivered:

Integrated into live operations – Security monitoring and review run alongside support and maintenance activity

Expert-led assessment – Findings are reviewed by specialists who understand Drupal, hosting environments & real-world risk

Independent validation – Vulnerability scanning and penetration testing provide external assurance

Clear reporting and planning – Results are documented, prioritised and fed into delivery planning

Governance-aligned delivery – Processes align with ISO 27001 / 27701 and support internal and external compliance requirements.

Drupal Performance Optimisation & Audit.

Understand how your site is performing and where to focus next.

Performance, usability and accessibility issues often develop gradually as platforms evolve. Without a clear view, it's difficult to know where change will deliver the most value.

Adaptive's Drupal Performance Optimisation & Audit service provides a structured, evidence-based assessment of how your site is performing today. We combine technical review, data-led UX insight and accessibility analysis to identify friction, risk and opportunity.

Our audits focus first on the most important pages and journeys, giving teams clarity on what matters now and what can be addressed over time.

What this service covers:

- Site hygiene and platform health
- Performance and speed (mobile and desktop)
- Mobile compatibility
- Accessibility review (WCAG-aligned)
- Technical SEO and SEO usability
- UX review of priority pages
- Clear, prioritised recommendations

Audits from £300 + VAT

Our audits are designed to be practical & flexible, with options for one-off insight or ongoing optimisation and delivery.

AI Integration & Enhancement for Drupal Websites (*Continued*)

Designed for control, transparency & long-term use.

Our approach to AI is incremental and evidence-led. We start with clear objectives, integrate AI into existing Drupal capabilities, and ensure teams retain visibility and control over how AI behaves and evolves.

AI features are implemented as part of your wider platform, not as standalone tools. This means content teams, developers and governance stakeholders can manage AI functionality alongside the rest of the site.

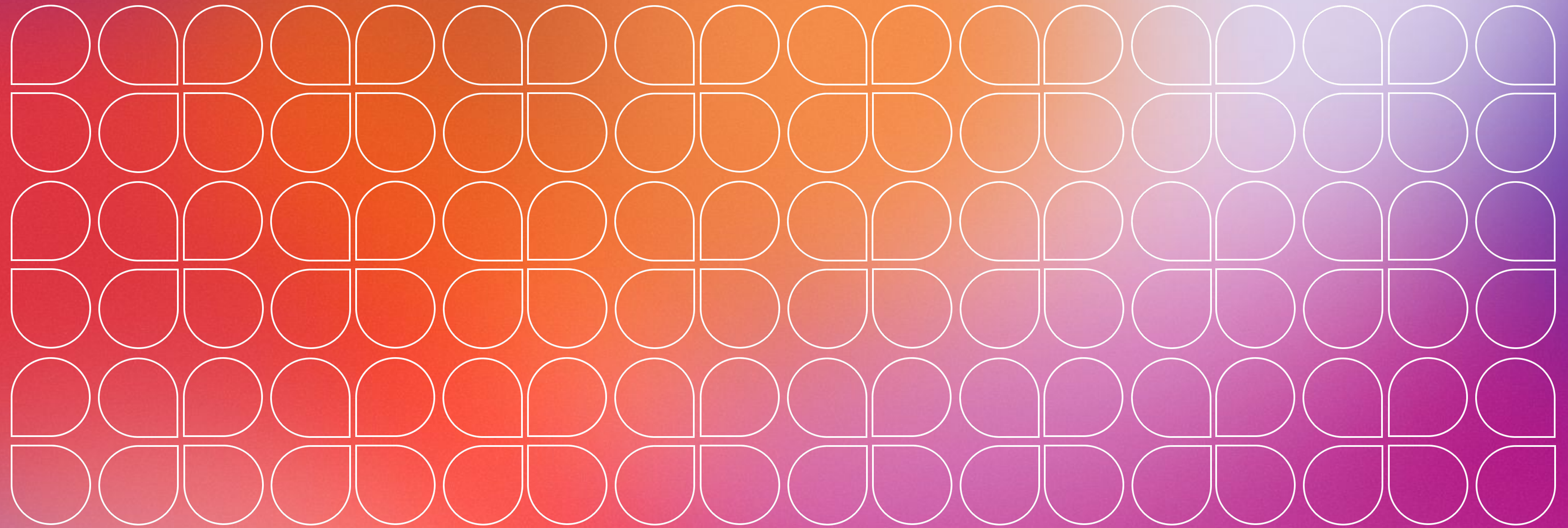
Where further development or refinement is needed, work is scoped and planned transparently, allowing organisations to expand AI capability at a pace that suits their needs and risk appetite.

How this service is delivered:

- Consultancy & discovery to identify appropriate AI use cases
- Drupal-native implementation using existing content & workflows
- Content quality, tone & consistency checks
- Configurable deployment options (open or private cloud)
- Ongoing monitoring, analytics & refinement
- Optional follow-on enhancement, scoped & costed separately

From £350 + VAT per month

AI Integration & Enhancement packages



AI Development Assurance (Production Support for AI-Built Applications)

Production Support for AI-Built Applications.

Turning AI-built applications into **production-ready** services.

AI-assisted development tools enable rapid prototyping – but applications built this way often lack the security, resilience and governance required for live services.

Adaptive's AI Development Assurance provides production-grade support for applications built using AI-assisted development tools. We help organisations run, secure and scale AI-built systems safely, without needing to rebuild them from scratch.

Our service brings structure, oversight and operational discipline to AI-generated code – combining automated quality checks with expert review, monitoring and incident response. This allows teams to innovate quickly while maintaining the standards expected of business-critical and public-sector systems.

What this service covers:

- Automated testing and validation of AI-generated code
- Human-led review for quality, security and scalability
- Monitoring with defined response and escalation paths
- Managed deployments with rollback capability
- Clear documentation and client ownership
- Optional follow-on improvement work, scoped and costed separately

How assurance is delivered in practice.

Operational confidence for AI-assisted systems.

AI Development Assurance is delivered as an ongoing support service, embedded into how applications are operated and maintained. This ensures AI-built systems are monitored, reviewed and governed in the same way as traditionally developed platforms.

Automated checks provide consistency and early warning, while experienced engineers review AI-generated output to identify risks that tools alone may miss. Changes are assessed, tested and released through controlled processes, with rollback and recovery in place.

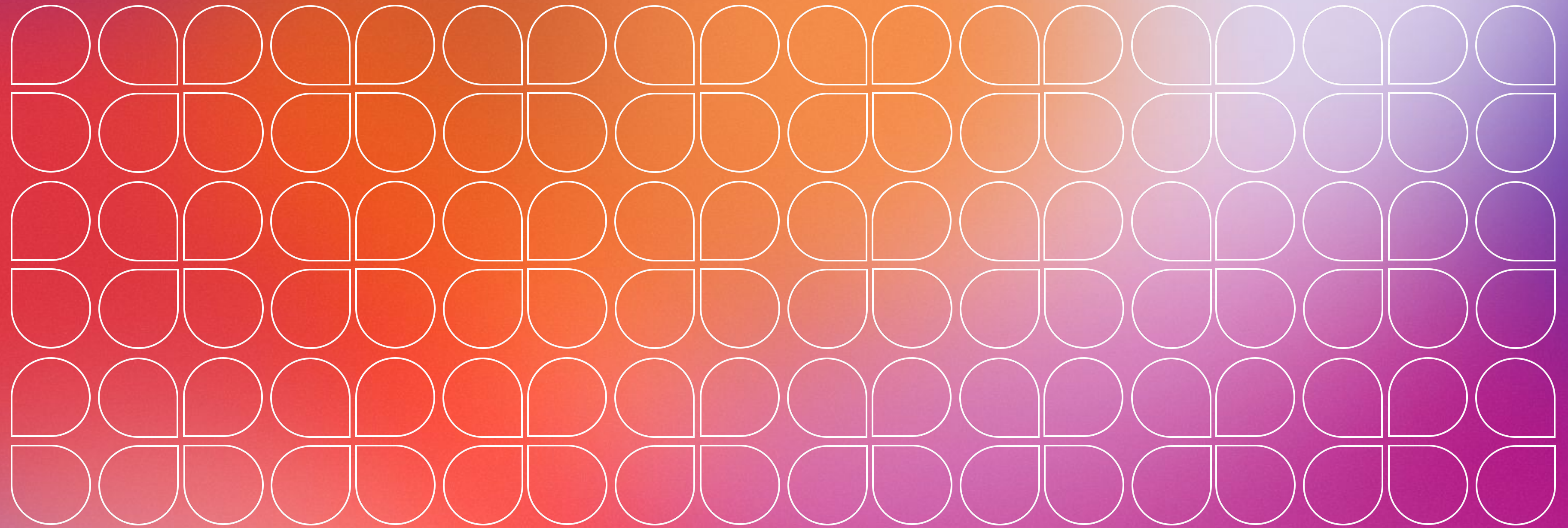
Where applications evolve beyond initial prototypes, we help teams plan the next stage – whether that's stabilisation, refactoring, or a transition to more traditional development approaches.

How this service is delivered:

- Production support for AI-built and AI-assisted applications
- Automated quality checks and validation
- Security review and hardening of AI-generated code
- Monitoring and incident response
- Compliance support (GDPR, accessibility, security standards)
- Expert oversight and code review

From £1,000 + VAT per month

AI Dev Assurance flexible packages



Interact – AI Conversational Assistant

Interact: AI Conversational Assistant.

A **conversational search** interface built for Drupal.

Interact is Adaptive's Drupal-native AI conversational assistant, designed to help users find information quickly, naturally and accurately – using your own content as the source of truth.

Unlike generic chatbots, Interact is trained on your Drupal content and structured data. This allows it to provide relevant, contextual responses while remaining transparent, auditable and aligned with organisational governance.

Interact improves user experience, accessibility and self-service – reducing friction for users while providing insight into the questions they're asking and the information they need most.

What this service covers:

- Drupal-native conversational AI interface
- Training on client-owned content and data
- Natural language search and question answering
- Accessibility-friendly interaction
- Multilingual support (where required)
- Analytics and insight into user queries

Interact: AI Conversational Assistant (*Continued*)

Designed for control, trust and long-term use.

Interact is implemented as part of your Drupal platform – not as a disconnected third-party tool. Content teams retain ownership over what the assistant knows, how it responds, and how it evolves over time.

The assistant operates within defined boundaries, with clear oversight and the ability to refine responses based on real usage. This ensures accuracy improves over time without compromising trust or compliance.

Interact can be introduced incrementally – starting with key content areas or journeys – and expanded as confidence and demand grow.

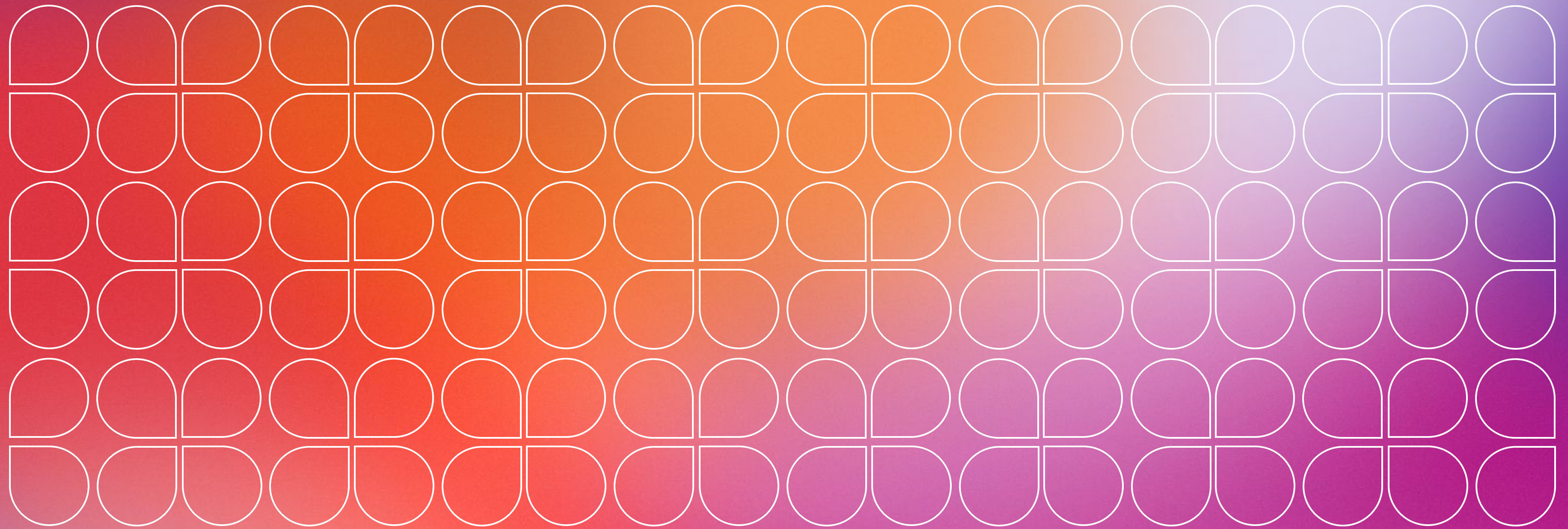
How this service is delivered:

- Discovery and setup aligned to content structure and goals
- Drupal-native integration using existing workflows
- Controlled training and response configuration
- Ongoing monitoring and refinement
- Clear reporting and performance insight
- Optional enhancement and expansion, scoped separately

From £500 + VAT per month

Subscription pricing

Interact is offered as a managed SaaS service under G-Cloud Lot 2b.



Managed Hosting

Hosting isn't just where your site lives.

It's what keeps it fast, stable, and secure.

Drupal hosting should give you confidence –not complexity. When hosting is done properly, platforms remain reliable under pressure, perform well for users, and support secure delivery over time.

Adaptive's Managed Drupal Hosting is built for organisations that rely on Drupal to deliver critical services.

We focus on stability, performance and security, backed by a UK-based team that understands how Drupal behaves in real-world environments.

What this service includes:

Managed Drupal hosting on secure, scalable platforms

Performance-focused infrastructure

Automated backups and recovery

Platform monitoring and alerting

UK-based specialist support

Managed Drupal Hosting.

Reliable infrastructure, actively operated & supported.

Hosting issues rarely arrive with warning. Traffic spikes, configuration changes, performance degradation and security risks can quickly impact users if not actively managed.

Our managed hosting service combines proven hosting platforms with continuous monitoring and hands-on operational support. Hosting is treated as part of the wider service –integrated with support, maintenance and security –rather than a standalone environment left to run itself.

Clear ownership, visibility and escalation ensure issues are identified early and resolved quickly.

How this service is delivered:

Continuous monitoring of performance and availability

Proactive platform management and maintenance

Secure configuration and access controls

Backup, recovery and resilience planning

Direct access to UK-based hosting specialists

Integration with Drupal support and security services

Choosing the right hosting plan.

Hosting that fits your platform – not the other way around.

Every Drupal platform has different demands – traffic patterns, content complexity, security requirements and growth expectations. Our role isn't just to provide hosting, but to help you select and scale the right environment for your needs.

Before recommending a plan, we assess how your platform is used today and what it needs to support over time. This ensures you're not over-provisioned, under-protected, or locked into unnecessary cost.

We guide you through the options clearly, explain trade-offs honestly, and recommend the most appropriate plan based on evidence – not assumptions.

How we assess and guide plan selection:

- Expected traffic and usage patterns
- Content volume, architecture and integrations
- Performance and resilience requirements
- Security, compliance and data sensitivity
- Future growth and scalability considerations

- Right-sized hosting
- Clear guidance
- No surprises

Hosting you can rely on.

Managed Hosting Plans

Standard

Enterprise

Features	Small Business	Pro Small	Pro Medium	Pro Large	Pro X-Large	Pro XX-Large
Monthly Visits	35,000	35,000	70,000	210,000	420,000	600,000
Monthly Pages Served	125,000	125,000	250,000	750,000	1,500,000	3,000,000
Disk Space	20GB	30GB	50GB	100GB	200GB	200GB
Number of Domains	5	10	15	35	70	70
Daily Backup Retention	1 month	6 months	6 months	6 months	6 months	6 months
Application Servers PHP Workers	1 4	1 8	2 16	3 24	4 32	4 32
Application Memory Limit	256MB	512MB	1024MB	1024MB	1024MB	1024MB
Load Balancing	✓	✓	✓	✓	✓	✓
SSL/HTTPS	✓	✓	✓	✓	✓	✓
SMTP Email Sending	✓	✓	✓	✓	✓	✓
Site24x7 Monitoring	✓	✓	✓	✓	✓	✓
NewRelic Performance Diagnostics		✓	✓	✓	✓	✓
Solr Search		✓	✓	✓	✓	✓
Redis Database Caching		✓	✓	✓	✓	✓
Overage Protection	✓	✓	✓	✓	✓	✓
Uptime expectation (99.9%)	✓	✓	✓	✓	✓	✓
Standard Price	£301 /year	£1,156 /year	£1,982 /year	£3,962 /year	£6,604 /year	POA

Our Enterprise hosting (below) includes all of the above but the the following additional features:

Fixed IP/VPN to Third Party Services/ Secure Integration				✓	✓	✓
Geo-Lookup Tools				✓	✓	✓
AWS S3 Offsite File Storage/Delivery				✓	✓	✓
Advanced CDN & WAF	✓	✓	✓	✓	✓	✓
Enterprise Price	£770 /year	£1,870 /year	£3,850 /year	£7,700 /year	£11,550 /year	£19,000 /year

Thank You

If you'd like to explore any of the services outlined in this document in more detail, we're happy to provide further information, demonstrations, or supporting documentation.

We look forward to the opportunity to work together.

Adaptive
UK-based Drupal specialists
G-Cloud 15 supplier

contact@adaptive.co.uk
www.adaptive.co.uk

