

Mission Critical Application Support Pricing

G-Cloud Lot 3



Pricing Overview

Our Mission-Critical Application Support pricing is designed to provide predictable, transparent costs for the ongoing operation of live, business-critical digital services.

Pricing is based on a **modular support package**, allowing buyers to select the level of coverage required based on application criticality, usage patterns, and risk profile. Packages combine proactive monitoring, incident management, routine maintenance, and service management into a single, coherent support model.

This service is intended for **production systems** where availability, performance, and security are essential. Pricing reflects the use of experienced, Microsoft-certified engineers who provide third-line support and operational continuity.

Support Package Structure

At a minimum, all support packages include:

- **Onboarding and service transition** (one-off)
- **Incident Management (in-hours)** with an agreed monthly ticket cap
- **Proactive monitoring** (availability, performance, and security)
- **Routine maintenance and engineering activity**
- **Service management and reporting**

Optional services can be added to enhance coverage where required, including extended hours or 24/7 support.

Onboarding Pricing (Mandatory)

Onboarding is delivered as a structured transition into live support and is required for all buyers.

Onboarding (one-off):

- Includes service design, knowledge transfer, access setup, monitoring configuration, and SLA definition
- Priced as a **fixed one-off fee**, confirmed at order stage (starting from £6,000)
- Typical onboarding duration: 4–6 weeks

Onboarding ensures that Talk Think Do can safely assume responsibility for supporting the application in a live environment.



Core Support Package Pricing

Entry-Level Support

Entry-level support packages start from:

£2,880 + VAT per month (plus onboarding)

This level is suitable for stable, low-to-moderate volume applications and typically includes:

- In-hours incident management (Monday–Friday, UK business hours)
- Defined monthly ticket cap
- Proactive monitoring and alerting
- Routine maintenance and dependency updates
- Monthly service reporting

Higher ticket caps are available to support increased demand.

Incident Management Options

Incident Management is priced based on an agreed **monthly ticket cap**, selected in **increments of five (5)** support requests.

Ticket caps typically start at **5 support requests per month** and can be increased in increments of 5 to reflect expected demand and application criticality.

Support levels are reviewed periodically to ensure the selected ticket cap remains appropriate and cost-effective.

Optional Support Enhancements

The following services can be added to the core support package:

Out-of-Hours / 24x7 Incident Support

- P1 and P2 incident cover outside UK business hours
- Suitable for services with evening, weekend, or public-facing usage
- Priced as an additional quarterly charge based on required coverage

Enhanced Engineering & Maintenance Allowance

- Additional proactive engineering capacity
- Supports performance tuning, reliability improvements, and risk reduction
- Priced as a recurring quarterly add-on

Commercial Guidelines

- **Invoicing and Payment Terms:** Support services are invoiced quarterly in advance, in line with the agreed support package and documented in the G-Cloud Order Form. All prices exclude VAT.
- **Service Review and Adjustment:** Support packages are reviewed regularly to ensure continued value and alignment with operational demand. Where incident volumes consistently exceed or fall below expectations, Talk Think Do may recommend an adjustment to the ticket cap or support level.
- **Pricing Structure:** Pricing is package-based and agreed upfront. Support requests are capped and selected in increments of five (5). Unused support requests do not roll over between months.
- **Discounts and Adjustments:** Educational organisations may be eligible for discounted pricing. Pricing adjustments during the contract term are subject to CCS framework rules.

Commercial Guidelines

- **Operational Hours:** Standard support is provided during UK business hours, Monday to Friday, excluding public holidays. Out-of-hours and 24×7 support is available as an optional enhancement.
- **Insurance and Compliance:** Professional Indemnity Insurance is included within the service pricing. Talk Think Do operates an ISO 27001-certified Information Security Management System and is Cyber Essentials Plus accredited.
- **Termination and Flexibility:** There is no penalty to terminate the service in accordance with the Call-Off Contract. Offboarding and transition support are included as part of the service.

Skills Framework for the Information Age Rate Card

	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation	People & Skills	Relationships & Engagement
Follow	n/a	£330	£359	£359	£330	£330
Assist	£503	£396	£431	£431	£396	£396
Apply	£604	£475	£517	£517	£475	£475
Enable	£725	£570	£620	£620	£570	£570
Ensure or Advise	£870	£684	£744	£744	£684	£684
Initiate or Influence	£1,044	£821	£893	£893	£821	£821
Set Strategy & Inspire	£1,253	£985	£1,071	£1,071	£985	£985

Getting the Right Package - for help selecting the appropriate support package, buyers can contact:

g-cloud@talkthinkdo.com

www.talkthinkdo.com/contact

020 740 614 768

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