

Pricing – Millersoft Managed ClickHouse Service

1. Pricing Overview

This document describes the pricing model for the Millersoft Managed ClickHouse Service. Pricing is transparent and modular, designed for UK public sector procurement through G-Cloud. All prices are indicative and agreed via a call-off contract or order form. Cloud infrastructure, hardware, and third-party costs are excluded unless explicitly stated.

2. Pricing Structure

Pricing consists of: - One-off onboarding and setup fees - Monthly managed service charges - Optional enhanced support and add-on services

3. One-Off Fees

3.1 Onboarding and Design

Includes service onboarding, requirements gathering, analytics architecture design, security and access configuration, and deployment planning.

Typical price range: £5,000 – £15,000 (one-off)

3.2 Initial Deployment and Configuration

Includes installation of ClickHouse, secure configuration, replication and high-availability setup where required, baseline monitoring, and service handover.

Typical price range: £10,000 – £30,000 (one-off)

4. Monthly Managed Service Charges

4.1 Core Managed Service

Includes: - Operation and maintenance of ClickHouse clusters - Monitoring, alerting, and incident management - Backup and recovery configuration - Patch and vulnerability management - Change and release management - Standard support (9x5)

Typical price range: £3,000 – £10,000 per month

Pricing depends on cluster size, data volumes, query complexity, and availability configuration.

4.2 Enhanced Support (Optional)

24x7 support for business-critical analytics services, including out-of-hours incident response.

Typical price range: £1,500 – £4,000 per month

5. Optional Add-On Services

- Performance tuning and query optimisation: **£1,200 per day**
- Capacity planning and scaling support: **£1,200 per day**
- Security reviews and accreditation support: **£1,200 per day**
- Major version upgrades: **Quoted per engagement**
- Training and knowledge transfer (remote or onsite): **£1,000 per day**
- Named Technical Account Manager (TAM): **Quoted per engagement**

6. Exclusions

The following are not included unless agreed separately: - Cloud or hosting infrastructure costs - Third-party software licences or subscriptions - Data modelling or analytics development services - Data migration beyond standard onboarding

7. Price Review

Pricing may be reviewed annually or following significant changes to service scope or usage. Any changes are agreed in advance with the customer.

8. Invoicing

- One-off fees invoiced on completion of agreed milestones
- Monthly charges invoiced in arrears
- Service credits applied in accordance with the Service Definition

9. Assumptions

- ClickHouse is licensed under the Apache License, Version 2.0
- The customer provides underlying infrastructure unless otherwise agreed
- Prices exclude VAT unless stated otherwise