

Pricing – Millersoft Managed Apache Superset Service

1. Pricing Overview

This pricing document describes the commercial model for the Millersoft Managed Apache Superset Service. Pricing is designed to be transparent, modular, and suitable for public sector procurement under G-Cloud. All prices are indicative and agreed through a call-off contract or order form. Infrastructure, cloud platform, and third-party costs are excluded unless explicitly stated.

2. Pricing Structure

Pricing is based on: - One-off setup and onboarding fees - Monthly managed service charges - Optional support and add-on services

3. One-Off Fees

3.1 Onboarding and Design

Includes service onboarding, requirements review, security and access design, and deployment planning.

Typical price range: £3,000 – £8,000 (one-off)

3.2 Initial Deployment and Configuration

Includes installation, secure configuration, integration with approved data sources, and baseline monitoring setup.

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

4. Monthly Managed Service Charges

4.1 Core Managed Service

Includes: - Operation and maintenance of Apache Superset - Monitoring, alerting, and incident management - Patch and vulnerability management - Change and release management - Standard support (9x5)

Typical price range: £1,500 – £5,000 per month

Pricing depends on: - Environment size and complexity - Number of users and dashboards - Deployment model

4.2 Enhanced Support (Optional)

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

Typical price range: £1,000 – £3,000 per month

5. Optional Add-On Services

- Advanced dashboard design and optimisation: **£1,000 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 - Data modelling or analytics services - Bespoke application development

7. Price Review

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

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

- Apache Superset is licensed under the Apache License 2.0
- Customer provides underlying data sources and infrastructure
- Prices exclude VAT unless stated otherwise