

Pricing – Millersoft Managed MongoDB Service

1. Pricing Overview

This document describes the pricing model for the Millersoft Managed MongoDB Service. Pricing is transparent and modular, suitable for UK public sector procurement through G-Cloud. All prices are indicative and confirmed through a call-off contract or order form. Cloud infrastructure, hosting, 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, database architecture and replica set design, security and access configuration, and deployment planning.

Typical price range: £4,000 – £10,000 (one-off)

3.2 Initial Deployment and Configuration

Includes installation of MongoDB, secure configuration, replica set setup, baseline monitoring, backup configuration, and service handover.

Typical price range: £8,000 – £20,000 (one-off)

4. Monthly Managed Service Charges

4.1 Core Managed Service

Includes: - Operation and maintenance of MongoDB databases and replica sets - Monitoring, alerting, and incident management - Backup, restore, and recovery support - Patch and vulnerability management - Change and release management - Standard support (9x5)

Typical price range: £2,500 – £8,000 per month

Pricing depends on database size, data volume, availability configuration, and workload criticality.

4.2 Enhanced Support (Optional)

24x7 support for business-critical MongoDB 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 - Application development or data modelling 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

- MongoDB Community Edition is licensed under the Server Side Public License (SSPL)
- The customer provides underlying infrastructure unless otherwise agreed
- Prices exclude VAT unless stated otherwise