

Pricing – Millersoft Managed OpenSearch Service

1. Pricing Overview

This document describes the pricing model for the Millersoft Managed OpenSearch Service. Pricing is designed to be transparent, modular, and suitable for 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 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: £5,000 – £15,000 (one-off)

3.2 Initial Deployment and Configuration

Includes installation, secure configuration, integration with data sources, baseline monitoring, and 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 OpenSearch clusters - Monitoring, alerting, and incident management - Patch and vulnerability management - Change and release management - Standard support (9x5)

Typical price range: £2,500 – £9,000 per month

Pricing depends on cluster size, data volume, query load, and deployment model.

4.2 Enhanced Support (Optional)

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

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

5. Optional Add-On Services

- Performance tuning and capacity planning: **£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 - Data migration or ingestion services - Application development or bespoke integrations

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

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