

Pricing – Millersoft Managed Kubernetes Service

1. Pricing Overview

This document describes the pricing model for the Millersoft Managed Kubernetes Service. Pricing is transparent, modular, and suitable for UK public sector procurement through G-Cloud. All prices are indicative and confirmed via 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, Kubernetes 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 Kubernetes clusters, secure configuration and hardening, networking and ingress setup, 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 Kubernetes clusters - Monitoring, logging, and alerting - Patch and vulnerability management - Change and release management - Backup and recovery of cluster configuration - Standard support (9x5)

Typical price range: £3,000 – £9,000 per month

Pricing depends on cluster size, number of nodes, workload criticality, and operational complexity.

4.2 Enhanced Support (Optional)

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

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

5. Optional Add-On Services

- Cluster scaling and capacity planning: **£1,200 per day**
- Security reviews and accreditation support: **£1,200 per day**
- Major Kubernetes version upgrades: **Quoted per engagement**
- Platform optimisation and performance tuning: **£1,200 per day**
- 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 CI/CD pipeline development - Container image build and management services

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

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