

Managed Cloud Support

Pricing Document

G-Cloud 15 – Lot 3: Cloud Support Services

Spirit UK Managed Services Ltd

1. Pricing Overview

Spirit UK's pricing model is designed to be transparent, predictable, and scalable, supporting both day-to-day operational support and project-based delivery.

Pricing combines:

- A per-user managed support fee for ongoing cloud operations and support
- A day rate for professional services, projects, and out-of-scope work

This approach ensures customers only pay for what they need, while retaining flexibility as requirements evolve.

All prices are exclusive of VAT.

2. Standard Rate Card

Service Component	Charging Unit	Price
Managed Cloud Support	Per user / seat per month	£35
Professional Services	Per day	£850

Service Component	Charging Unit	Price
Out-of-hours project work (optional)	Multiplier	1.5× standard day rate
Onsite travel & accommodation (where required)	Expenses	At cost (pre-approved)

3. Managed Cloud Support – What’s Included

The per-user monthly charge includes:

- Continuous monitoring and alerting of in-scope cloud services
- Incident triage, escalation, and resolution (Tier 1–3)
- Service desk support during agreed service hours
- Routine patching, updates, and maintenance within agreed windows
- Vulnerability remediation and certificate lifecycle management
- Backup monitoring and restore assistance (where applicable)
- SLA and KPI tracking
- Monthly service reporting and review
- Continual service improvement recommendations

Support scope is defined in the Statement of Work and SafeGuardIT Support Plan.

Note that where required per application pricing can also be provided.

4. Professional Services – What’s Included

The professional services day rate applies to activities such as:

- Cloud migrations and onboarding projects
- Architecture design and remediation work
- Security improvement programmes
- Cyber Essentials readiness and remediation
- Major changes or re-configuration outside BAU support
- Roadmap development and strategic IT planning

Professional services are delivered on a time-and-materials basis unless otherwise agreed in a fixed-price Statement of Work.

5. Pricing Assumptions and Exclusions

Unless explicitly stated in the Statement of Work:

- Cloud platform consumption costs (e.g. Microsoft Azure, AWS) are excluded
- Microsoft and third-party licence costs are excluded
- Hardware procurement costs are excluded
- Support for end-of-life or unsupported software/hardware is excluded
- Major re-architecture or platform changes are excluded

Any excluded items can be provided under Professional Services by agreement.

6. Invoicing and Payment

- Managed Cloud Support is invoiced monthly in advance
- Professional Services are invoiced in arrears, typically weekly or per milestone
- Standard payment terms are 30 days from invoice date
- VAT is applied at the prevailing rate

Full invoicing and payment terms are defined in the SafeGuardIT Support Services Contract.

7. Cost Optimisation and Value

As part of the Managed Cloud Support service, Spirit UK actively identifies opportunities to:

- Reduce unnecessary cloud spend
- Right-size workloads and licences
- Consolidate tooling where appropriate
- Improve operational efficiency through automation and governance

Where suitable, Spirit UK recommends a Microsoft-first cloud strategy, complemented by cost-effective private or on-premises storage for archival data, delivering a balance of security, control, and long-term value.

8. Contract Term and Price Review

- Minimum service terms are defined in the Statement of Work
 - Prices may be reviewed at renewal or with at least 30 days' notice, in line with the SafeGuardIT contract
 - Any price changes will be agreed in writing prior to taking effect
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