



Service Pricing

Technical Assurance, Support & Escalation Services

G-Cloud 15
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1.1 Technical Support Pricing

Device Type	Escalation Only Cost pcm.	Fully-Managed Cost pcm.
Physical Windows Server	£75.00	£200.00
Virtual Windows Server	£50.00	£150.00
Virtual Windows Server Cluster – Add-on	£30.00	£100.00
Virtual Windows Server SQL – Add-on	£40.00	£120.00
Virtual Windows Server Complex Application	£75.00	£200.00
Virtual Windows Server Standard Application	£50.00	£100.00
Virtual Windows Server Basic Application	£25.00	£50.00
Firewall (per node)	£65.00	£200.00
Microsoft Office 365 User	£4.50	£14.00
Azure VNET	£50.00	£150.00
Network Switch / Access Point	£25.00	£75.00
Authentication / RADIUS Server	£65.00	£200.00
24/7 on-call engineering	20% (min.£2000.00)	20% (min.£2000.00)

All prices are excluding VAT.

The following table provides a guide to assist buyers in understanding how the application complexity is determined. All software and services in support must have active maintenance / vendor escalation cover in place to be covered under SLA.

Type	Examples software / services
Complex Application	Includes additional software packages such as SQL Server, Business Objects, AutoCAD.
Standard Application	Includes additional server roles such as Remote Desktop Services, Web Services (IIS).
Basic Application	Includes additional server roles such as file server, DHCP, DNS and basic applications such as licensing manager.

1.2 Technical Assurance Pricing

Technical Assurance Services are priced using our publicised rate card.