

Doorman – Pricing

1. Pricing approach

This document describes the pricing structure for the Doorman service offered under the G-Cloud framework.

Pricing is based on the service delivery model, deployment size, and optional support services selected by the customer. Actual charges are agreed in the Order Form.

2. Core service pricing

The Doorman service is priced per deployment.

Pricing may vary based on: - Deployment model (customer-managed or supplier-managed) - Physical, virtual, or cloud-based deployment - Traffic volumes and performance requirements

The core service price includes: - Provision of the Doorman service - Initial deployment and configuration - Core enforcement, monitoring, and telemetry functionality

3. Support pricing

Support services are optional and charged separately.

Support pricing may vary based on: - Support level selected (standard, enhanced, premium) - Support hours and response expectations - Requirement for a named cloud support engineer or technical account manager

Support charges are defined in the Order Form.

4. Additional services

Additional services may be provided at additional cost, including: - Extended onboarding or offboarding support - Bespoke configuration or integration work - Out-of-hours or onsite support activities

Pricing for additional services is agreed in advance.

5. Free or zero-cost pricing

Where appropriate, the service may be offered at no cost.

In such cases, pricing lines in the Order Form will be recorded as £0.00.

6. VAT

All prices are exclusive of VAT unless otherwise stated.

7. Document control

Document version: 1.0

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