



condatis

G Cloud 15 - Lot 3 managed services pricing

Ian Stewart
COO
ian.stewart@condatis.com
Condatis



Document Control

Title	G Cloud 15 - Lot 3 managed services pricing
Filename	Condatis.G-Cloud15.Lot3.PricingV2.docx
Author / Creation Date	Ian Stewart / 25 January 2026
Version / Document Type	V2

Distribution	Client
Document Owner	[Owner]
Review Due (DD/MM/YYYY)	
Review Approver	[Review Approver]
Publish Approver	[Publish Approver]

Client Name / Client Code	/
Project Name / Job Code	N/A

Revision History

Date	Author	Change
25 January 2026	Ian Stewart	Draft
27 January 2026	Ian Ewers Jamie Wark	Reviewed
29 January 2026	SMT	Final Version

Table of Contents

1	Overview	4
1.1	Pricing model.....	4
1.2	Onboarding costs	4
1.3	Monthly unit prices and ongoing work.....	4
1.4	Price certainty.....	5
1.5	Assumptions.....	5
1.6	Example calculation	6
1.7	SfIA Day rate card	7

1 Overview

This document sets out the baseline pricing that Condatis adopts for their managed services option under lot 3 of G cloud 15. It describes the pricing model, onboarding costs and monthly cost a customer can expect when engaging with Condatis. There is further information provided related to ongoing charges, assumptions around the service provision and details on price certainty. An example calculation of a typical service provision is provided for reference.

1.1 Pricing model

The overall pricing model that Condatis adopt is based on ticket volume whereby the expected number of support tickets passed for third line resolution will influence the price paid by a customer.

What's included:

- SLA backed response time
- ITIL aligned management of incidents, problems and requests
- Change management adoption
- Maintenance of code bases, dependent libraries and responsive security patching (does not include major software framework updates)
- Pen test remediation– The managed service includes any remediation work needed in response to external penetration tests of the system. The only exception to this is the first external penetration test commissioned after Condatis adopts the system
- Maintenance of security certificates, secrets and keys
- Monthly reporting
- Alerting and monitoring systems
- Technical leadership
- Continual service improvements

1.2 Onboarding costs

This Service onboarding costs cover the following key elements of the Service:

1. Service setup – initial introduction, access and code familiarisation
2. Initial configuration – aligning and integrating Condatis ticket handling experience with the customers' existing system
3. Security baselining – checks by Condatis, threat modelling and examination of previous pen test results. This may include us running our own OWASP zep pen tests on existing test environments
4. Runbook creation – creation of or adoption of an existing run book to ensure integration with existing business processes
5. Handover into BAU operations – relating to any gates or shadowing requirements needed to take over the system

The charges associated with the onboarding service are typically in the region of £100,000 but are dependent on detailed scoping and acceptance by the client.

1.3 Monthly unit prices and ongoing work

Monthly costs are based on the expected number and type (e.g. P1, P2, P3 and P4) of tickets that the managed service supports. Where the existing data showing the volume, type and length of time to

resolve, of tickets isn't available, or is limited, Condatis will agree reasonable assumptions with the client and then hold a formal pricing review 3 months after the service is moved into BAU operation and a clear and consistent baseline of ticket data is established and agreed by both parties.

1.4 Price certainty

Monthly costs are based on the expected number of tickets received by the relevant ticketing system, allowing the customer to achieve price certainty over their lifetime support cost. The following provisions should be considered in the context of the lifetime support cost:

- For multi-year engagements there is an inflationary rise assumed at 4.5 % yearly across all charges
- There is an option for monthly charge renegotiation when ticket number is +/- 25% of the original proposed ticket volume. 25% is chosen to prevent frequent changes in cost which can be disruptive to the planning of ongoing support provision.
- Scope changes, such as the adoption of more systems after the initial onboarding, would be negotiated as separate statements of work (SoW). Any increase in ticket volume based on that adoption would increment the monthly cost accordingly. Please also refer to the assumptions below for additional detail.

1.5 Assumptions

The Condatis Managed service assumes the provision of managed services to support a customers use of Microsoft Entra identity-based technologies.

The following assumptions apply:

- The customer would provision first line support independently and the Condatis services would be an escalation point for identity-based issues from the customers own first line support
- A detailed kick off and onboarding process will be undertaken, with clear expectations on dependencies required to be fulfilled by the customer. Any delay to these dependencies being completed may incur additional charges and / or impact agreed timelines for support provision
- As part of onboarding training would need to be given on the customer's ticketing system
- The cost assumes a standard Azure architecture across 4 environments with CI/CD pipeline for publishing up and around one publish a month
- Anything outside the scope of the managed service that is agreed at contract will form a separate body of work and be contracted separately through a new SOW.
- Any requests for substantial changes to the configuration of the system will typically be contracted separately through a new SOW
- All licensing costs would be borne by the customer unless contracted separately through a new SOW

1.6 Example calculation

The following example is for a mature Microsoft identity system that than handles in the region of 10,000 users and has a need for 24x7 cover. Their user base generates 60 tickets a month which are passed from their existing first line support system (e.g. Service Now) to a resolver group. The maintained system has 5 environments.

Onboarding costs

Initial onboarding would typically take 2- 3 months at an estimated cost of £100,000 with the break down of days per role detailed as follows:

	Arch	BA	Devops	Dev	Test	SDM
service set up	3	2	4	4	1	2
Initial configuration	2		2	5		3
Security baselining	2	2		4	3	2
Run book adoption/creation	2	2	3	4	3	3
Takeover of BAU operations	1		3	4	4	4
Onboarding Totals	10	6	12	21	11	14

Monthly Unit prices

Thereafter the monthly support cost would be in the region of £33,000 for year 1, applying the assumption of 60 tickets per month.

	Arch	BA	Devops	Dev	Test	SDM	Monthly cost
Core Managed Service Costs for Technical Delivery Team			2	4	2.5	3.5	£ 16,200
volume based charges for 60 tickets							£ 3,316
Tech leadership	2	1				1	£ 5,768
OoH service							£ 7,992
							£ 33,276

Assuming ticket numbers remain within the acceptable levels detailed earlier, the year on year cost would be:

	Year 1	Year 2	Year 3
onboarding	£ 99,900		
running cost	£ 399,312	£ 417,281	£ 436,059

1.7 SfIA Day rate card

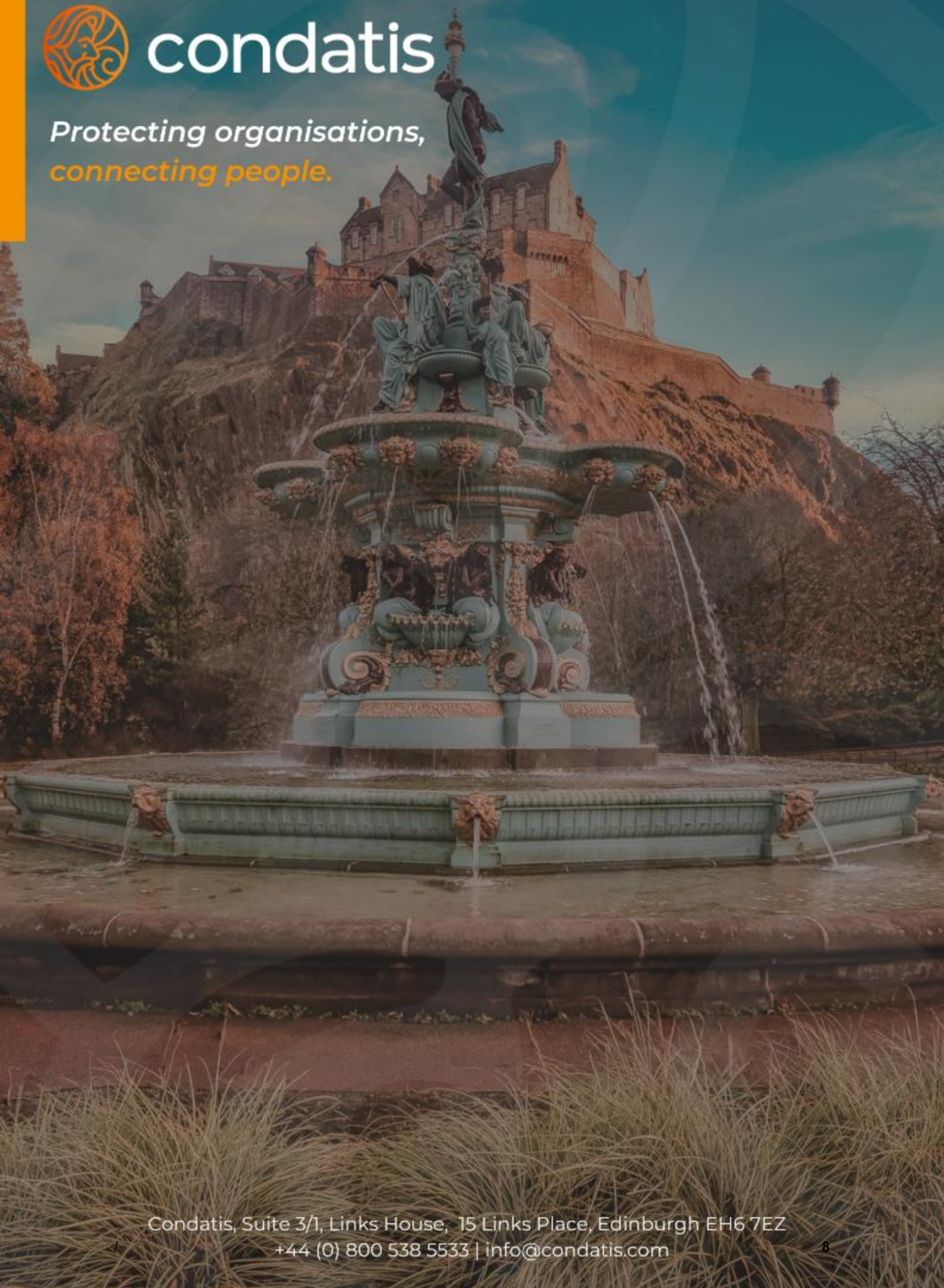
Provided for support augmentation if needed

	Enterprise IT View					
	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	n/a	n/a	£900	£800	n/a	n/a
2. Assist	n/a	n/a	£900	£800	n/a	n/a
3. Apply	n/a	n/a	£1,200	£1,100	n/a	n/a
4. Enable	n/a	n/a	£1,200	£1,100	n/a	n/a
5. Ensure, advise	£1,700	£1,700	£1,400	£1,300	n/a	n/a
6. Initiate, influence	£1,900	£1,900	£1,500	£1,400	n/a	n/a
7. Set strategy, inspire, mobilise	£2,000	£2,000	£1,700	£1,500	n/a	n/a



condatis

*Protecting organisations,
connecting people.*



Condatis, Suite 3/1, Links House, 15 Links Place, Edinburgh EH6 7EZ
+44 (0) 800 538 5533 | info@condatis.com