

Digiblu Managed Cloud Automation Support – Pricing Model (G-Cloud 15 Lot 3)

Version: 1.0

Applies to: UK public sector buyers purchasing Lot 3 (Cloud Support) services via G-Cloud 15.

All prices exclude VAT.

1. Pricing approach (minimal-risk and procurement-friendly)

This pricing model is designed to be simple to buy, easy to compare, and low risk for both buyers and Digiblu. It provides clear monthly service fees by tier (predictable budgeting) with transparent overage rates for additional support time. Cloud platform consumption costs and third-party licences are excluded unless explicitly stated, and are typically paid directly by the buyer.

2. What the tiers cover

Each tier provides a managed support service for cloud-hosted automation solutions, including incident management, break/fix, minor enhancements, release/deployment support, monitoring/health checks, and service reporting/governance. Support is delivered through a ticketing channel with agreed SLAs. Support hours are a shared pool across these activities (unless stated otherwise).

3. Tiered pricing

Tier	Best for	Service hours included	Service hours carry-over	Support coverage	Monthly fee (ex VAT)
Tier 1 – Standard Support	Business-hours service desk and monitoring	20 hours / month	Carry-over up to 1 month	Mon–Fri, 09:00–17:00 UK	£3,250
Tier 2 – Enhanced Support	Extended hours, faster response times and proactive optimisation	40 hours / month	Carry-over up to 2 months	Mon–Fri, 08:00–18:00 UK	£5,950
Tier 3 – 24/7 Critical Support	Continuous monitoring for mission-critical	60 hours / month	Carry-over up to 3 months	24/7 monitoring; 24/7 P1 on-call; P2–P4	£9,750

services

core hours

Notes:

- Included service hours cover Level 2 and Level 3 support activities delivered by Digiblu (e.g., investigation, fixes, minor enhancements, deployments, vendor liaison).
- Tier 3 includes 24/7 monitoring and 24/7 on-call for Priority 1 incidents; Priority 2–4 are handled in core hours unless otherwise agreed.
- ‘Carry-over’ means unused hours can be carried into the next period up to the limit stated; any further unused hours expire.

4. Overage and additional services

If the buyer consumes support time above the included hours in a period, Digiblu will charge an overage rate. Where practical, Digiblu will request approval before incurring overage; however, for urgent incidents Digiblu may act to restore service and then confirm usage.

Item	Rate (ex VAT)	Unit	Notes
Overage (Standard Support)	£165	per hour	Billed monthly in arrears; minimum 0.25 hour increments
Overage (Enhanced Support)	£175	per hour	Billed monthly in arrears; minimum 0.25 hour increments
Overage (24/7 Critical Support)	£185	per hour	Billed monthly in arrears; minimum 0.25 hour increments
Onboarding & Service Transition	£2,500	one-off	Service setup, documentation review, access setup, monitoring and runbook alignment
Major change / new automation build	Time & materials	per day / per hour	Quoted via separate SoW or G-Cloud call-off variation

5. Standard role-based rate card (time & materials)

Where buyers request work outside the managed service scope (or prefer a pure time-and-materials model), Digiblu can provide resources on the following standard 2026 charge-out rates:

Role	Hourly rate (ex VAT)	Daily rate (ex VAT)
Lead Consultant	£182	£1213
Consultant	£176	£1159
Senior Analyst	£147	£1030
Analyst II	£112	£790
Analyst I	£72	£473
Senior Developer	£147	£1030
Developer II	£112	£790
Developer I	£72	£473

6. Commercial terms (buyer-friendly defaults)

- Minimum contract term: 3 months (renewable monthly thereafter), unless otherwise agreed.
- Billing: monthly in arrears for service fees and overage.
- Price changes: annually (e.g., CPI/RPI uplift) by agreement in the call-off contract.
- Service scope: cloud consumption charges (e.g., Azure/AWS/GCP) and third-party licences are excluded unless explicitly included in the buyer's order.
- One service, multiple environments: pricing assumes 1 production service plus associated non-production environments; additional production services are priced per service.

7. Alignment to proven pricing benchmarks

This tiered model is anchored to Digiblu's existing managed service commercial constructs, including: a managed service at £3,050/month in 2026 with 60 hours per quarter (and £115/hour standard rate, £160/hour overage), plus a £750/month coordination and reporting fee (used here to inform Tier 1 pricing), and other managed service arrangements with monthly fees around £3,5xx depending on included services and hours.