Pricing Schedule: Data Security as a Service (DSaaS)

Formal Submission for UK and Ireland Government Procurement

Service Provider: Infotechtion

Executive Summary

Infotechtion's Data Security as a Service (DSaaS) delivers robust, scalable, and cost-effective data protection for public sector organisations across the United Kingdom and Ireland. The pricing schedule reflects a value-based model, ensuring that departments pay for the complexity and operational depth required—rather than simple user counts—optimising budget efficiency and delivering strategic outcomes in line with public sector priorities. This document outlines the service structure, pricing methodology, operational mechanisms, staff expertise, and all commercial terms for official review.

1. Value-Based Pricing Overview

Infotechtion's DSaaS pricing is determined by the complexity of the client's data estate and the level of operational engagement required. This value-based approach ensures that large user bases do not automatically incur a linear cost increase; instead, charges reflect the actual effort invested in tenant-wide policy architecture and data integrity. The model comprises two principal commercial components:

- Fixed Monthly Management Fee: Covers strategic activities—roadmap development, ongoing tuning, and backlog management.
- Operational Activity Units: Encompasses hands-on operational work such as triage, Subject Access Requests (SARs), and data cataloguing.

2. Service Tiers and Features

Component	Standard: SME Steering	Advanced: Managed Ops	Enterprise: High Capacity
Primary Value	Technical guidance, Roadmap & Policy Integrity	Integrated Data Security, hands on configurations and operations of system.	Autonomous, automated playbooks, hands on experts and engineering support.
Service Delivery	Advisory & Roadmap Curation	Hybrid Triage & Tuning	End-to-End Managed Operations
Fixed Monthly Fee	£5,500	£12,000	£25,000

Activity Credits (Monthly)	50 Units Included	250 Units Included	1,000 Units (Ringfenced)
Policy Tuning	Quarterly	Monthly	Continuous / Proactive
Roadmap Curation	Included	Included	Included
SIEM / Sentinel Sync	Guidance Only	Managed Integration	Proactive Risk Discovery and Remediation
AI & Automation Level	Basic Scripting	AI Triage Agents Enabled	Full AI & Playbook Automation
Organizational Profile	Mature Departments with established internal IT Security teams who require expert SME "steering," roadmap validation.	Growing Departments with lean governance teams who need a partner to drive daily triage, monthly policy tuning, and incident response.	Large, high-risk, or complex Departments requiring end-to-end partner management.

2.1 Operational Activity Unit Definition

Activity Units provide scalable resourcing based on actual workload. Definitions are as follows:

- 1 Unit: Triage of up to 50 high/medium DLP or insider risk alerts.
- 1 Unit: Execution and first-pass triage of a single FOI/SAR/AIE (Access to Information on the Environment) eDiscovery search.
- 1 Unit: Monthly maintenance and scanning of 3 data sources.
  - SharePoint Online is considered 1 data source, SharePoint online and OneDrive for business are considered 2 data sources.
- 1 Unit: Development and update of 2 bespoke learning assets (video/guide).

2.2 Pricing Transparency & Fee Calculation

To maintain clarity for public sector procurement, the Fixed Monthly Fee is a weighted blend of tenant management and bulk operational activity allocation, summarised below:

Tier	**Base Management Cost (Tenant "Brain")**	**Pre-committed Activity Cost**	**Effective Per-Unit Rate**
Standard	£1,000	£4,500 (50 units @ £90)	£110 / unit
Advanced	£2,000	£10,000 (250 units @ £40)	£48 / unit
Enterprise	£5,000	£20,000 (1,000 units @ £20)	£25 / unit

2.3 Activity Cost vs. Standard Rate Card

Activity Costs (Wholesale/Automated): These are pre-paid operational charges, reflecting the efficiency gained through proprietary automation and AI agents.

Outputs are delivered at a significantly reduced cost compared to manual processing.

Standard Rate Card (Retail/Consultative): Applies to bespoke, non-repeatable consultancy work (e.g., strategic advisory, legacy migrations, or custom code) that is not scalable through the automated service engine.

3. Staff Expertise & Strategic Support

Infotechtion ensures all resources assigned to UK and Ireland public sector accounts hold current, relevant Microsoft certifications, ensuring technical excellence and compliance with industry best practices.

3.1 Core Certifications Held by Service Staff

- Microsoft 365 Certified: Administrator Expert (MS-102) – Expert in tenant-wide configuration and security.
- Information Protection & Compliance Administrator (SC-400) – Specialist in Microsoft Purview's classification and lifecycle management.
- Security Operations Analyst Associate (SC-200) – Skilled in threat hunting and alert triage using Microsoft Sentinel and Purview.
- Cybersecurity Architect Expert (SC-100) – Proficient in zero trust architecture and high-level design.

3.2 Microsoft FastTrack Support Integration

- Product Bug Acceleration: Ability to escalate critical product bugs or service issues directly with Microsoft FastTrack, bypassing standard support tiers.
- Direct Engineering Engagement: Strategic partnership with Microsoft enables rapid resolution of complex technical blockers through prioritised escalation channels.

4. Scaling via AI Agents and Automation

At Advanced and Enterprise tiers, Infotechtion deploys a "human-in-the-loop" AI operations model:

- Triage AI Agents: Automated first-pass triage of DLP and insider risk alerts reduces manual workload for security operations teams.
- Automated Playbooks: Proprietary automation handles repeatable processes, such as eDiscovery searches, increasing efficiency and consistency.
- Autonomous Scanning: Continuous health checks and classification accuracy assessments are performed by the service engine.

5. RACI Matrix: Service Accountability

Activity	Infotechtion	Department
Microsoft Purview Roadmap Curation	R	A/C
Daily Alert Triage (DLP/Insider Risk)	R	A/C

Technical Policy Tuning & Refinement	R	C
eDiscovery / SAR / AIE Content Search	R	C/I
Learning Material Content Creation	R	C

Key: R = Responsible | A = Accountable | C = Consulted | I = Informed

6. Standard Rate Card (SFIA Aligned)

SFIA Level	Associate / Junior	Consultant / Specialist	Senior / Lead	Principal / Architect
Apply	£750	£850	-	-
Enable	-	£950	£1,100	-
Ensure/Advise	-	-	£1,250	£1,450
Initiate/Influence	-	-	-	£1,650

7. Key Pricing Assumptions

- Minimum Term: Mandatory minimum commitment of 2 years (24 months).
- Discount Eligibility: Strategic discounts are available only for contracts of 3 years or longer.
- Sovereignty & Residency: Service delivered by UK/Ireland-based resources to meet data sovereignty requirements.
- Implementation State: Pricing assumes Purview is already operationalised; this is for business-as-usual governance, not initial implementation.
- Activity Unit Roll-over: Unused monthly Activity Units do not carry over to subsequent periods.

8. Multi-Year Strategic Discounts

- 3-Year Commitment: 15% discount on Fixed Monthly Management Fees.
- 5-Year Commitment: 25% discount on Fixed Monthly Management Fees.

9. Service Constraints & Exclusions

- Microsoft Licensing (M365 E5/G5/A5) is not included.
- Azure consumption costs for Sentinel/Purview ingestion are excluded (billed directly by Microsoft).

10. Invoicing and Payment Terms

- Billing Frequency: Monthly in arrears.
- Payment Terms: 30 days from invoice date.
- Support Hours: Based on GMT/IST (UK/Ireland local time).

11. Financial Exit Strategy (Offboarding)

- Standard Offboarding: Included at no cost, comprising full documentation handover and a final posture report.