

G-Cloud 15 Pricing Document



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1. Framework Discount

IT Naturally offers a **5.00%** framework-wide discount on all Lot 3 Cloud Support services listed within our service offering. This discount applies consistently across all units, services, rate cards and service packages under this lot.

Further discounts will also be provided for high-volumes of users, devices or servers and discussed at time of engagement.



2. Pricing Mechanisms

IT Naturally offers its services under this framework under the following deployment models:

Service	Per User / Device	Flat Fee + Price per ticket	Price per Server	Price per Network Component	T&M Rate Card	Fixed Price
Service Desk 24/7	Y					
Service Desk Standard UK Business Hours	Y					
Out of Hours Service Desk		Y				
EUC Standard/Enhanced/Advanced	Y					
Managed Cloud			Y			
Managed LAN, WAN & Wi-Fi				Y		
Infrastructure Security Audit					Y	
Cloud Transformation					Y	Y
Network Transformation					Y	Y

3. Price Certainty

Our Lot 3 pricing is based on a transparent rate card and fixed service bundles that will remain stable for the duration of a buyer's contract.

Any adjustments such as index-linked uplifts are disclosed in advance and applied only at agreed intervals.

We provide predictable pricing through standardised roles, clearly defined deliverables and published rates for optional services.

For the avoidance of doubt anything not included in the stated prices is listed against each individual service price, e.g. licenses and hardware.



4. Service Desk Pricing

Service Desk 24

- 24/7/365, including UK bank holidays
- **£21 per user per month**

Service Desk Standard

- Business hours only, e.g. 8am to 6pm
- **£18 per user per month**

Service Desk OOH (Out of Hours)

- Out of hours only, including weekends and UK bank holidays
- **£750 per month + £25 per ticket**

Volume Discount

Volume discounts are available on all service desk offerings where the number of users exceeds 750.

Price Increases

Prices will be increase annually in line with the previous 12 months UK retail price index. Where customer agrees to a contract lasting three years or more, there will be no price increase in the first two years.

Payment Terms

Monthly in arrears.

5. Managed End User Computing Pricing

EUC Standard 24

- 24/7/365 monitoring, service desk, including UK bank holidays and new device provisioning (shipping excluded)
- **£39 per user/device per month**

EUC Enhanced 24

- *Standard plus:*
- Internet filtering and monitoring
- Dark web monitoring
- Advance email anti-phishing, including user testing
- Email anti-spoofing
- Email signature management
- M365 backup
- **£60 per user/device per month**

EUC Advanced 24

- *Enhanced plus:*
- 24/7 threat hunting and security incident response from human beings
- **£90 per user/device per month**

Volume Discount

Volume discounts are available on all service desk offerings where the number of users exceeds 500.

Price Increases

Prices will be increased annually in line with the previous 12 months UK retail price index. Where customer agrees to a contract lasting three years or more, there will be no price increase in the first two years.

Payment Terms

Monthly in arrears or annually in advance.

Additional Work

Any additional or complex work will be charge in accordance with our rate card below:

Excluded from Price and Charged Separately

- Shipping
- On-site work
- Licenses
- Hardware



6. Managed Cloud Pricing

Managed Cloud Standard 24

- 24/7/365 monitoring, service desk, on-call engineers, incident management
- **£99 per server per month**

Managed Cloud Advanced 24

- *Standard plus:*
- 24/7 threat hunting and security incident response from human beings
- Vulnerability management
- **£145 per server per month**

Volume Discount

Volume discounts are available where the number of servers exceeds 100 servers.

Price Increases

Prices will be increased annually in line with the previous 12 months UK retail price index. Where customer agrees to a contract lasting three years or more, there will be no price increase in the first two years.

Payment Terms

Monthly in arrears or annually in advance.

Excluded from Price and Charged Separately

- Cloud hosting and backup costs
- Provision of new server - £350 per server

7. Managed LAN, WAN & Wi-Fi Pricing

Managed LAN/WAN

- 24/7/365 monitoring, service desk, on-call engineers, incident management
- **£115 per router/switch/firewall per month**

Managed Wi-Fi

- 24/7/365 monitoring, service desk, on-call engineers, incident management
- **£25 per Wi-Fi Access Point per month**

Volume Discount

Volume discounts are available where the number of routers, switches or firewalls exceeds 50 network components, or number of Access Points exceeds 150.

Price Increases

Prices will be increased annually in line with the previous 12 months UK retail price index. Where customer agrees to a contract lasting three years or more, there will be no price increase in the first two years.

Payment Terms

Monthly in arrears.

Excluded from Price and Charged Separately

- Hardware
- Licenses
- WAN circuits

8. Cloud Transformation Pricing

Pricing will be agreed collaboratively during the initial engagement to ensure it reflects the scope, complexity, and level of certainty required. IT Naturally offers both time-and-materials and fixed-price commercial models, enabling clients to choose the approach that best suits their risk profile and delivery needs. We can also phase commercial agreements to match project maturity — for example, early discovery and design delivered on a time-and-materials basis, followed by a fixed-price implementation once requirements and designs are fully defined and approved. This flexible approach ensures customers only commit when clarity and confidence are established.

Payment Terms

Monthly in arrears.

Excluded from Price and Charged Separately

- Hardware
- Licenses
- Shipping costs



9. Network Transformation Pricing

Pricing will be agreed collaboratively during the initial engagement to ensure it reflects the scope, complexity, and level of certainty required. IT Naturally offers both time-and-materials and fixed-price commercial models, enabling clients to choose the approach that best suits their risk profile and delivery needs. We can also phase commercial agreements to match project maturity — for example, early discovery and design delivered on a time-and-materials basis, followed by a fixed-price implementation once requirements and designs are fully defined and approved. This flexible approach ensures customers only commit when clarity and confidence are established.

Payment Terms

Monthly in arrears.

Excluded from Price and Charged Separately

- Hardware
- Licenses
- Shipping costs
- WAN Circuits

