

Vu Digital

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Vu Digital Pricing Document G Cloud 15

1. Introduction

This pricing document provides the rates and charging structure for Vu Digital's Managed Cloud WordPress Application Support & Development Service under G-Cloud 15. All pricing is transparent, unit-based, and aligned to the service definition. All rates exclude VAT.

2. Blended Rate

Vu Digital charges a single blended rate for all work undertaken as part of this service, including support, development, consultancy, service management, UX and optimisation.

Description	Rate
Blended hourly rate	£100 per hour
Equivalent day rate (8 hours)	£800 per day

This rate applies to all personnel involved in delivering the service.

3. Support & Application Management Pricing

Support, fixes, updates, enhancements and continuous improvement activities are charged at the blended rate of £100/hour.

SLA-based incident response is included as part of the service, with time spent resolving incidents billed at the hourly rate.

Out-of-hours Priority 1 incident work is charged at £250/hour.

4. Optional Additional Services

The following optional services may be procured under a Statement of Work. All are charged at the same blended rate unless stated otherwise.

Optional Service	Rate
Discovery workshops	£100/hour
UX research	£100/hour
Accessibility audits	£100/hour
Visual Design	£100/hour
Performance and optimisation audits	£100/hour
Content strategy and IA support	£100/hour
Analytics setup or review	£100/hour

All optional services are scoped and agreed in advance.

5. Assumptions

The following assumptions apply to pricing:

- Support and development are delivered remotely by our UK-based team.
- Hosting, domains, licences and cloud platform charges are the responsibility of the customer.
- Minimum billing increment: 15 minutes.
- Work is completed Monday–Friday, UK time, unless otherwise agreed.
- Out-of-hours work is limited to Priority 1 incidents.
- Travel (if ever required) is not included and must be pre-agreed.

6. Volume Discounts

Vu Digital does not apply volume-based discounts. This ensures consistent and transparent pricing across all public-sector customers.

7. Onboarding and Offboarding Costs

There are no onboarding or termination charges unless additional work is requested by the customer. Any such work is billed at the standard rate.

8. Payment

Work is invoiced monthly in arrears based on actual hours delivered on a 30 day account.