



Ongoing Support – Pricing Document

G-Cloud 15: Lot 3 – Cloud Support

1. Overview

This document outlines transparent rates for Ongoing Support Services delivered by IT Labs under G-Cloud Lot 3: Cloud Support Services.

The pricing shows maximum rates for UK-based and South East Europe (SEE) resources. Rates are per day and exclude VAT. Final costs will depend on the agreed resource mix, seniority, allocation and duration for each Call-Off and will be defined in the buyer's Statement of Work. The team structure below is descriptive.

Buyers will be able to view the complete list of maximum day rates for all roles and seniorities (UK-based and SEE) in our published G-Cloud 15 Lot 3 pricing section on the Digital Marketplace service page.

Service Name	Role	Description	Daily Rate Location UK	Daily Rate Location SEE
Product Support Capabilities	Application Operations Engineer	Technical/functional support for cloud apps & services availability.	£768	£384
	Senior Infrastructure Engineer	Cloud infrastructure performance monitoring & maintenance.	£944	£472
Logging and Management of Incidents	Incident Manager	Incident recording, prioritisation, tracking, resolution coordination.	£672	£336
	Senior Service Desk Analyst	Front-line incident logging & initial triage	£768	£384
Reporting and Proactive Results Analysis	Senior IT Service Manager	Service reporting, trend analysis, and improvement recommendations.	£864	£432
	Performance Analyst	Proactive metrics analysis, risk identification.	£768	£384

Dispatch of Service Technicians and/or Parts	Senior IT Service Manager	Coordination of on-site support & logistics.	£864	£432
	Major Incident Manager	Escalation & dispatch management.	£768	£384
End User Training Coordination	Senior Delivery Manager	Training programme planning, stakeholder coordination, adoption tracking. Training delivery execution, scheduling, logistics.	£864	£432
	Technical Writer	Creates user guides, quick-start docs, training materials.	£736	£368
	Application Operations Engineer	Cloud app-specific training, hands-on demos, troubleshooting during training sessions, functional walkthroughs.	£768	£384

1.1 Notes

- The pricing shows maximum rates for UK-based and South East Europe (SEE) resources. Buyers will agree on the rates in the Call-Off Contract.
- Rates remain fixed for the duration of the Framework unless otherwise agreed in the Call-Off Contract.
- Location of the resources is agreed with the buyer.
- Travel and on-site costs, if required, are agreed separately.