



Managed Cloud – Pricing Document

G-Cloud 15: Lot 3 – Cloud Support

1. Overview

This document outlines transparent rates for Managed Cloud 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
Managed Private IaaS	Infrastructure Operations Engineer	Operate and support private infrastructure services including networks, compute, storage, OS patching, monitoring, and incident resolution across production environments.	£784	£392
	Senior Infrastructure Engineer	Configure and maintain infrastructure components, ensure resilience, implement improvements, and automate routine tasks.	£944	£472
	Application Operations Engineer	Support application-level operations on the infrastructure, monitor application health, and collaborate with infrastructure teams on operational fixes.	£768	£384
Managed Private SaaS/PaaS	Senior Infrastructure Engineer	Design, configure, and maintain platform services such as middleware, managed databases or platform runtimes in controlled private environments.	£944	£472

	Application Operations Engineer	Provide operational support for platform-hosted applications and integration points; monitor platform health and assist in incident response.	£768	£384
Managed Private Cloud Application Management	Infrastructure Operations Engineer	Provide infrastructure layer support for application operational issues, routine fixes, and service monitoring.	£784	£392
	Application Operations Engineer	Support deployment, performance monitoring, tuning, and maintenance of applications running on private cloud infrastructure.	£768	£384
Managed Public IaaS	Senior Infrastructure Operations Engineer	Operate public cloud infrastructure (e.g., AWS, Azure, GCP) including monitoring, incident response, security ~ops, and service continuity.	£960	£480
	Senior Infrastructure Engineer	Configure and optimise public cloud infrastructure with automation and standardised tooling.	£944	£472
	Application Operations Engineer	Support applications deployed in public cloud environments, resolve operational issues, and manage routine deployments and monitoring.	£768	£384
Managed Public SaaS/PaaS	Senior Infrastructure Engineer	Manage public cloud platform services, container platforms, serverless components and managed cloud databases.	£944	£472
	Application Operations Engineer	Provide ongoing operational support for applications running on cloud platforms, monitor and respond to operational events.	£768	£384
Managed Public Cloud	Senior Infrastructure Operations Engineer	Provide lower-level infrastructure operational support for cloud applications.	£960	£480

Application Management	Senior Application Operations Engineer	Support operational lifecycle of cloud-native applications, including scaling, monitoring, incident handling and deployment support.	£848	£424
Managed Hybrid IaaS	Senior Infrastructure Operations Engineer	Operate the hybrid infrastructure estate and support workload execution across environments.	£960	£480
	Senior Infrastructure Engineer	Design and configure hybrid infrastructure patterns spanning on-premise and cloud; ensure connectivity, security and interoperability.	£944	£472
	Senior Application Operations Engineer	Support application operations across hybrid infrastructure, monitor incidents and collaborate with both infrastructure and platform teams.	£848	£424
Managed Hybrid SaaS/PaaS	Senior Infrastructure Engineer	Orchestrate and maintain SaaS/PaaS platform services across hybrid environments, ensuring consistent configurations and controls.	£944	£472
	Senior Application Operations Engineer	Provide operational support for hybrid platform workloads and applications.	£848	£424
Managed Hybrid Cloud Application Management	Senior Infrastructure Operations Engineer	Support hybrid infrastructure elements that underpin application operations.	£960	£480
	Senior Application Operations Engineer	Operate applications across hybrid services, handle performance monitoring, scaling and incident resolution.	£848	£424
	Delivery Manager	Oversee end-to-end managed service delivery, SLA compliance, reporting,	£864	£432

Service Management		governance and escalation management.		
	Service Transition Manager	Coordinate operational readiness for deployments, ensure controlled releases and smooth transition to live operations.	£864	£432

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.