Lot 2b – SaaS

Pricing document – Managed SaaS Platform

Supplier: Mayfair IT Consultancy (MITC) · **Prices:** ex VAT · **Unit pricing:** GBP

1) Pricing model summary

This lot is priced as a managed SaaS service wrapper (configuration, governance, support, optimisation). SaaS licence costs paid either:

- **directly by Buyer** to vendor, or
- **via MITC** if agreed in call-off (must be specified at order).

2) SaaS management subscription

Item	Unit	Price
Managed SaaS Platform (governance, config mgmt, change control, reporting)	per tenant / month	£2,250
Additional tenant (if required)	per tenant / month	£950

3) Support tiers (choose one)

Tier	Coverage	SLA targets	Price
Essentials	08:00–18:00 Mon–Fri	P1 4h response, P2 8h	£1,200 / month
Enhanced	08:00–20:00 Mon–Fri + Sat 09:00–13:00	P1 2h response, P2 4h	£1,850 / month
Premium	24/7 P1 + 08:00–20:00 others	P1 30m response	£2,750 / month

4) One-off services

Item	Unit	Price
Onboarding & configuration (tenant setup, RBAC, environments)	fixed	£7,500
Integration setup (up to 2 integrations)	fixed	£6,000

Additional integration	per integration	£2,000
Admin training (max 12 people)	per half-day	£950
User training (max 20 people)	per half-day	£750
Offboarding / exit (export, KT, closure report)	fixed	£3,500

5) SFIA day rates (for enhancements / CRs)

SFIA 6 £895 · SFIA 5 £795 · SFIA 4 £695 · SFIA 3 £595 (day = 7.5h)

6) Worked examples (ex VAT)

Example A (12 months, Essentials):
Managed SaaS £2,250 × 12 = £27,000
Support Essentials £1,200 × 12 = £14,400
Onboarding £7,500
Total = £48,900

Example B (24 months, Enhanced + 1 integration):
Managed SaaS £2,250 × 24 = £54,000
Support Enhanced £1,850 × 24 = £44,400
Onboarding £7,500 + Integration £6,000
Offboarding £3,500
Total = £115,400

7) Assumptions & exclusions

- SaaS vendor subscription/licensing excluded unless explicitly purchased via MITC in the call-off.
- Buyer provides identity/SSO prerequisites where required.
- Prices exclude VAT.

8) Discounts

- 24-month term: **5% off** Managed SaaS monthly fee.