Lot 3 – Cloud Support

Pricing document – Mayfair Cloud Operations and Support

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

1) Pricing model summary

Lot 3 is priced as operational support (incident, request, change), plus optional improvements (automation/optimisation) using SFIA day rates.

2) Support retainer (choose one tier)

Tier	Coverage	Included hours/month	SLA (response)	Price
Essentials	08:00–18:00 Mon–Fri	40	P1 4h, P2 8h	£6,500 / month
Enhanced	08:00–20:00 Mon–Fri + Sat 09:00–13:00	60	P1 2h, P2 4h	£9,500 / month
Premium	24/7 P1 + 08:00–20:00 others	80	P1 30m, P2 2h	£14,500 / month

Included services: incident triage, request fulfilment, change implementation (minor), monitoring review, monthly service report.

3) Additional support units

Item	Unit	Price
Extra support hours	per hour	£120
Major incident support (war room)	per incident	£1,250
Monthly service improvement review	per month	£950

4) SFIA day rates (for change/improvement)

SFIA 6 £895 · SFIA 5 £795 · SFIA 4 £695 · SFIA 3 £595

5) Worked examples (ex VAT)

Example A (12 months, Essentials): £6,500 × 12 = **£78,000**
Example B (12 months, Enhanced + 20 extra hours/month):

Retainer £9,500 × 12 = £114,000
Extra hours £120 × (20 × 12) = £28,800
Total = £142,800

6) Assumptions & exclusions

- Buyer provides access, logging, and monitoring integration where applicable.
- Retainer includes included-hours only; excess billed at £120/hour.
- Prices exclude VAT.

7) Discounts

- 24-month term: **5% off** monthly retainer.