

Pricing Document

TestFyra G-Cloud 15 Services - Unified Pricing

Services Covered by This Pricing Document

This unified pricing document applies to all TestFyra G-Cloud 15 services:

- 1** Service 1: Telecommunications Testing & Quality Assurance Services (Lot 2b - SaaS)
- 2** Service 2: Infrastructure Monitoring & Management Services (Lot 2a - SaaS)
- 3** Service 3: Software & AI Engineering Development Services (Lot 2b - SaaS)
- 4** Service 4: Technical Support & Managed Services (Lot 3 - Cloud Support)
- 5** Service 5: Custom Framework Development & Automation Services (Lot 2b - SaaS)

All prices exclude VAT (20% will be added where applicable).

1 How We Price Our Services

Discovery-First Approach

Every engagement starts with Discovery:

- Understand your requirements and objectives
- Assess current systems and constraints
- Define scope, approach, and success criteria
- Provide detailed cost estimate based on actual needs

Discovery Phase Pricing:

Small scope (1-2 weeks)	£10,000-£20,000
Medium scope (2-4 weeks)	£15,000-£30,000
Large scope (4-6 weeks)	£20,000-£40,000

Time & Materials Model

(Primary Pricing Approach) Most work is delivered on a Time &

Materials (T&M) basis using SFIA
(Skills Framework for the Information Age) day rates.

Why T&M?

- Flexibility to adjust scope as requirements evolve
- Pay only for work actually performed
- Transparent billing based on skills used
- No risk of over-paying for fixed-price estimates

Professional Services Day Rates:

Junior resources (SFIA Level 2-3)	£450-£550/day
Mid-level resources (SFIA Level 4)	£650/day
Senior resources (SFIA Level 5)	£750/day
Lead/Architect (SFIA Level 6)	£900/day
Director (SFIA Level 7)	£1,400/day

2 Typical Project Costs

While most work is T&M, here are typical project costs to help with budgeting:

Small Projects

Duration: 2-3 months Team: 2-3

Efforts: 120-180 person-days

£50,000-£100,000

Examples: Small testing program, monitoring setup, simple automation, POC

Medium Projects

Duration: 3-6 months Team: 3-5 people

Efforts: 240-480 person-days

£100,000-£250,000

Examples: Network testing program, custom application, framework development, cloud migration

Large Projects

Duration: 6-12 months Team: 5-8

Efforts: 600-1,200 person-days

£250,000-£600,000

Examples: Enterprise application, complex framework, comprehensive testing platform, large-scale migration

Enterprise Programs

Duration: 12+ months Team: 8-15 people

Efforts: 1,200+ person-days

£600,000-£2,000,000+

Examples: Multi-service engagement, enterprise platform development, ongoing managed services

3 Platform & Subscription Services

Some services include platform access or managed service subscriptions:

TestFyra Accelerator

(Telecommunications Testing Platform)

Setup: Yearly License:

£15,000 (one-time) **£70,000**

Includes: Up to 10,000 concurrent calls, standard support

UEX Mobile Device Testing Platform

Per Device: 5-device bundle:

£2,000/month **£8,500/month** **(15% discount)**

Infrastructure Monitoring Platform

Setup: (one-time) Yearly License:

£20,000 **£65,000**

Includes: 500 nodes and up to 12,000 elements, standard support

Log Management Platform

Setup: (one-time) Yearly License:

£30,000 **£70,000**

Includes: 500 applications, standard support

4 Support Services - Support Response Times (All Services)

Priority	Description	Response Time	Resolution Target
P1 - Critical	Service completely down, critical business impact	4 hours	8 hours (business hours)
P2 - High	Major functionality impaired, significant impact	8 hours	2 business days
P3 - Medium	Minor functionality issue, workaround available	16 hours or next business day	5 business days
P4 - Low	Cosmetic issue, question, enhancement request	2 business days	As agreed

Support Coverage Options

Standard 9am-6pm Mon-Fri (UK time) Included in service	Enhanced 8am-8pm Mon-Fri (UK time) +£500-£1,000/month*	Premium 24/7/365 +£1,500-£3,000/month*
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*Cost depends on service complexity and scale. Specific pricing provided during discovery.

5 Discounts

Volume Discounts (Automatic)

Based on contract value or duration:

£50,000-£100,000 or 3-6 months	1.5%
£100,000-£250,000 or 6-12 months	3%
£250,000+ or 12+ months	4%

6 Payment Terms

Invoicing

Time & Materials Projects:

- 50% at start during project kick-off
- Invoiced monthly in arrears
- Based on actual hours worked
- Itemised timesheets provided

Platform/Subscription Services:

- Invoiced monthly in advance
- Auto-renews unless cancelled with 30 days' notice

Fixed Milestones (if agreed):

- Invoiced upon milestone completion
- Typical: 50% kickoff, 2× 25% during project

Discovery Phase:

- Invoiced upon completion (credited if project proceeds)

Payment Terms

Due:

Net 30 days from invoice date

Methods:

BACS transfer (preferred), credit card (+1.5% surcharge), purchase order

Late Payment:

Interest at 4% per annum above Bank of England base rate

Currency:

GBP (£) - British Pounds Sterling

CCS Management Charge

0.75% of contract value paid by TestFyra to CCS

(not charged to customer)

7 What's Included in Our Services

All Engagements Include:



Discovery Phase

- Requirements gathering and analysis
- Solution design and approach
- Detailed cost estimate
- Risk assessment



Delivery Phase

- Project management
- Regular status updates and reporting
- Quality assurance and testing
- Documentation (technical and user)
- Knowledge transfer



Post-Delivery

- 30-day warranty (bug fixes for development work)
- Handover documentation
- Training session (minimum 4 hours)

8 What's Not Included (Additional Costs)

Customer Responsibilities

- Network access and connectivity (VPN, firewall rules)
- Test environments and access credentials
- Test data and content
- Internal stakeholder time for reviews and approvals
- Hosting, Data centre services and application licenses, OS server licenses

Additional Costs (Quoted Separately)

Cloud infrastructure:

AWS, Azure, GCP costs (customer pays directly or we manage for fee)

Third-party licenses:

Software, APIs, tools (e.g., Microsoft, Stripe, payment gateways)

Hardware:

Physical devices, servers, network equipment

Travel expenses:

On-site work (charged at cost with prior approval, HMRC rates: 45p/mile)

Ongoing support:

Beyond 30-day warranty period (see Support Services section)

Security clearance:

SC/DV clearance if required (6-12 week lead time, £1,500-£3,000 per person)

9 Price Validity & Reviews



Price Validity

All prices valid from January 2026 through G-Cloud 15 framework period



Price Increases

Prices may increase on contract renewal by up to the Consumer Price Index (CPI) percentage increase, with 90 days' written notice.



Price Decreases

TestFyra may offer temporary or permanent price reductions at any time during the framework period.



No Hidden Fees

All costs discussed during discovery phase. No surprise charges.



Scope Changes

Any changes to agreed scope will be documented and priced in advance through change control process.

10 Typical Engagement Process

1 Initial Consultation (Free)

- Understand your requirements
- Determine if TestFyra is the right fit
- Provide ballpark estimate

2 Discovery Phase (Paid)

- Detailed requirements analysis & solution design
 - Accurate cost estimate , risk assessment & Light PoC Demo if applicable
- 1-3 weeks | Cost: £5k-£40k

3 Proposal & Agreement

- Detailed proposal with scope, timeline, costs
- Contract signature & Purchase order or call-off contract

4 Delivery

- Project kick-off & regular sprints/milestones
- Weekly status updates & monthly reviews
- Duration: Varies by project

5 Handover & Support

- Final documentation and training & Knowledge transfer
- 30-day warranty period & Optional ongoing support

11 Why Choose TestFyra's Pricing Model



Transparent & Fair

- No hidden costs or surprise fees
- Discovery phase ensures accurate pricing
- Time & materials means you only pay for work done
- Detailed monthly invoices with timesheets



Flexible

- Adjust scope as requirements evolve
- Scale team up or down as needed
- Pause or extend engagements
- No long-term lock-in (30-day notice for subscriptions)



Value for Money

- Competitive SFIA-based rates
- Competitive discounts offered
- Discovery cost credited toward project



Risk-Managed

- Discovery phase validates approach before commitment
- Regular reviews and checkpoints
- Change control process
- 30-day warranty on deliverables

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IMPORTANT NOTES

- All prices exclude VAT (20% will be added where applicable)
- Time & Materials pricing provides maximum flexibility and transparency
- Support response times: P1 (4 hours), P2 (8 hours), P3 (16 hours/next day)
- Customer owns 100% of developed IP and source code
- 30-day warranty on all deliverables

END OF UNIFIED PRICING DOCUMENT