



Pricing – Cloud Support and Managed Services

G-Cloud 15 – Lot 3: Cloud Support

1. Pricing Overview

This document defines the pricing for **Cloud Support and Managed Services**, offered under **G-Cloud 15 Lot 3**.

All prices are:

- Fixed for the duration of the G-Cloud 15 framework
- Exclusive of VAT
- Transparent and buyer-calculable
- Unit-based with no discounts, ranges, or conditional pricing

This service provides **operational cloud support only** for buyer-owned cloud environments. Cloud hosting, software licensing, and SaaS subscriptions are not included.

2. Monthly Support Packages

Support Level	Charging Unit	Price (£)
Standard Support	Per environment per month	1,000
Enhanced Support	Per environment per month	1,800

An environment represents a single buyer-defined cloud environment supported under the service.

3. Scope of Support by Package

Standard Support includes:

- Monitoring and service health checks
- Incident and service request handling
- Change support and coordination
- Backup and recovery assistance
- Security patch coordination
- Support during UK business hours (Monday to Friday, 09:00–17:30, excluding UK public holidays)

Enhanced Support includes:

- All Standard Support features
- Priority incident handling
- Extended support hours as defined in the Service Definition
- Regular service optimisation and review sessions
- Named technical contact

The scope of each support package is **fixed as described above** and does not vary.

4. Optional Day Rates

Day-rate services may be used where additional cloud support effort is required outside the standard support packages.

A day is defined as **7.5 hours**.

Role Category	Role	UK Day Rate (GBP)
Architecture roles	Data architect	£1,050.00
Architecture roles	Enterprise architect	£1,050.00
Architecture roles	Associate solution architect	£1,050.00
Data roles	Data analyst	£750.00
Data roles	Data engineer	£900.00
Product and delivery roles	Delivery manager	£950.00
Quality assurance testing roles	Test engineer	£750.00
Software development roles	Senior developer	£850.00

5. What Is Included in the Price

- Operational support for buyer-owned cloud environments
- Incident, request, and change support as defined by the selected support package
- Secure remote delivery by experienced cloud specialists
- Service reporting and operational oversight

6. What Is Not Included

The following are explicitly excluded:

- Cloud hosting or infrastructure ownership
- Software licensing or SaaS subscriptions
- Cloud migration or platform build services
- Application development or data analytics
- 24x7 or out-of-hours support beyond the defined support package

7. Billing and Payment

- Monthly support packages are billed monthly in advance
- Day-rate services are billed monthly in arrears
- Invoicing and payment terms align with the G-Cloud framework agreement
- No minimum contract term applies

All billing and payment terms are subject to the G-Cloud Framework Agreement

8. Price Validity

All prices in this document are valid for the full duration of the **G-Cloud 15 framework** and are subject only to framework-permitted variations.

9. VAT

VAT will be charged at the prevailing UK rate.