

Pricing – G-Cloud 15 Lot 3 (Cloud Support)

Cloud Application Services Limited

Pricing overview

This pricing applies to **application support and maintenance services** delivered under **G-Cloud 15 Lot 3 (Cloud Support)**.

Rates are aligned to UK public-sector buyers, including Department of Justice-style organisations, balancing value for money with senior capability and delivery assurance.

Pricing is limited strictly to **application support, maintenance, and operational support activities**. It **excludes** software development, new feature build, consultancy, training, hosting, and infrastructure services.

All prices are **exclusive of VAT**.

Day rate pricing (G-Cloud 15 Lot 3)

Application Support Engineer

- Application-level incident investigation and resolution
- Bug fixing and corrective maintenance
- Support for releases and deployments (application layer only)
- User support and operational assistance

Day rate: £750

Senior Application Support Engineer

- Lead investigation of complex or high-severity incidents
- Root cause analysis and defect resolution
- Application performance and stability analysis
- Technical escalation support

Day rate: £925

IT Service Manager

- Day-to-day service coordination and oversight
- Incident escalation management
- Service reporting and review meetings
- Liaison with buyer teams and third-party hosting providers

Day rate: £925

Senior IT Service Manager (optional)

- Oversight of critical or high-risk live services
- Senior escalation and governance support
- Service assurance and stakeholder coordination

Day rate: £1,250

Support packages (optional)

Where appropriate, buyers may agree fixed monthly support arrangements based on expected demand:

- **Standard Support** – business-hours application support
- **Enhanced Support** – extended hours and prioritised response
- **Critical Support** – on-call or out-of-hours coverage

Monthly pricing is confirmed in the Call-Off Contract.

Pricing assumptions

- A standard working day is **7.5 hours**, excluding breaks
 - Working hours are **Monday to Friday, 09:00–17:30**, excluding public holidays
 - Professional Indemnity Insurance is included in day rates
 - Travel and subsistence are excluded unless agreed
 - Out-of-hours support may attract a premium, subject to agreement
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One-line pricing summary (buyer quick view)

Application support day rates range from £750 to £1,250 per day, depending on role and service criticality.

Ordering

Buyers should place orders through the Digital Marketplace.

Final pricing and service scope will be confirmed in the **G-Cloud Call-Off Contract**.