



SAILOTECH[®]
Transform Forward, Faster

Oracle Cloud Support – Rate Card (G-Cloud 15)

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1. Pricing Overview

This rate card sets out indicative pricing for Oracle Cloud Support services under **Lot 3: Cloud Support**. Prices are provided on a transparent, pay as you go basis and are exclusive of VAT. Final pricing may vary depending on scope, complexity, and support level selected.

All services are delivered remotely unless otherwise agreed. On site support can be provided by prior agreement and may incur additional costs.

2. Day Rates

Role	Description	Rate (£ per day)
Oracle Cloud Support Engineer	Incident management, service requests, advisory support, patching, monitoring	£650
Senior Oracle Cloud Engineer	Complex incident resolution, performance tuning, upgrades, migrations	£850
Oracle Cloud Architect	Architecture design, optimisation, security and resilience reviews	£950
Technical Account Manager (TAM)	Governance, service reviews, escalation management, reporting	£750
DevSecOps / Cloud Automation Engineer	CI/CD integration, automation, IaC, monitoring enhancements	£800

Day rate based on 7.5 hours per day, Monday to Friday, 9am–5pm (UK time).

3. Support Packages (Monthly Pricing)

3.1. Standard Support

- Business-hours support (9am–5pm, Monday–Friday)
- Incident and service request handling
- Access to Oracle-certified engineers

From £2,500 per month (per environment)

3.2. Enhanced Support

- Extended hours support
- Faster response times
- Proactive monitoring and optimisation



- Named Cloud Support Engineer
- Quarterly service reviews

From £4,500 per month (per environment)

3.3. Premium Support

- 24/7 support for critical workloads
- Priority incident handling
- Proactive performance, cost, and security optimisation
- Regular architecture and security reviews
- Dedicated Technical Account Manager (TAM)

From £7,500 per month (per environment)

4. Additional Services (Time & Materials)

Service	Unit	Price
Oracle workload migration support	Per day	£850
Cloud onboarding and service transition	Per engagement	From £2,000
Disaster recovery planning and testing	Per day	£900
Security hardening and compliance review	Per day	£900
Cost optimisation assessment	Per assessment	From £1,500

5. Out-of-Hours Support

Out-of-hours, weekend, and bank holiday support is available for critical incidents by prior agreement.

- Out-of-hours uplift: **+30% of standard day rate**

6. Assumptions and Dependencies

- Prices assume timely access to customer Oracle Cloud environments
- Scope limited to Oracle Cloud Infrastructure and Oracle SaaS/PaaS services
- Third-party and non-Oracle applications excluded unless explicitly agreed



7. Discounts

- **Educational organisations:** Discount available
- Volume and long-term contract discounts may be agreed

8. Pricing Validity

This rate card is valid for the duration of the **G-Cloud 15 framework**, subject to annual review.

