

G-Cloud 15 Pricing Document

Lot 2b - Software as a Service (SaaS)

Buyer-facing pricing for Digital Marketplace service listings

Supplier name	Fuzzy Labs
Supplier DUNS / Company No.	224631818
VAT number	GB 321894105
Service name (as listed on Digital Marketplace)	AI Engineering - Machine Learning Operations
Lot	Lot 2b - SaaS
Digital Marketplace service ID	[15-digit service ID (once assigned)]
Document version / Issue date	Version: [v2.0] Issue date: [DD MMM YYYY]

1. Pricing summary

- All prices are stated in GBP and exclude VAT unless stated otherwise.

Pricing format compliance: this document uses fixed unit prices only (no Price on Application/POA, no price ranges, and no “prices from”).

- Pricing model(s) used: Time & Materials (daily fee rates), **unless otherwise specified in the order**
- Billing: **monthly in arrears** (unless otherwise specified in the Order)
- Minimum contract term (if any): no minimum term is stated; contract is terminable on 2 weeks’ notice
- Contract start: From **written acceptance of the order by Fuzzy Labs** (this is the “Commencement Date” when the contract comes into existence)
- What is included (high level): MLOps Services (including Deliverables) as set out and defined in the proposal to you
- What is not included (high level): **Customer-provided access and inputs** (access to premises/systems/facilities; info/materials needed to perform the Services). **Customer to obtain/maintain necessary licences/permissions/consents** before services start. **Expenses may be chargeable in addition** (incl. travel, accommodation, subsistence, third-party services, materials), subject to being agreed in writing in advance.

1.1 Definitions used in pricing (SaaS)

- User: MLOps Services (including Deliverables) as set out and defined in the proposal to you
- Organisation / tenant: the buyer entity receiving the service.
- Environment: as set out and defined in the proposal to you.
- Included allowance: as set out and defined in the proposal to you.

2. Price tables

2.1 Core pricing

Resource	Unit	Recurring price	Billing period	Notes (what's included, caps, constraints)
Strategic Lead SFIA grade 7	Per day	£1,750	Per month	Strategic, sector-focused lead who shapes how MLOps and AI delivery is positioned for their context, builds and qualifies the opportunity, and runs structured discovery around why to buy, why now, and why us. They turn requirements into a clearly scoped set of outcomes, deliverables, and timelines, then coordinate delivery so we stay a trusted partner and protect delivery quality.
Lead Engineer (MLOps) SFIA Grade 6	Per day	£1,350	Per month	Technical lead with multiple years experience delivering production-grade Python, plus experience mentoring engineers. They can lead cloud delivery on AWS, GCP or Azure using modern DevOps and infrastructure-as-code, with strong Git, Linux and Docker skills. They also bring familiarity with modern ML tools, strong customer-facing communication, and stay current on LLMs and scaling generative models in the cloud.
Senior Engineer (MLOps) SFIA Grade 5	Per day	£1,000	Per month	Write and review production-grade Python, deliver cloud and DevOps work (AWS, GCP or Azure, plus infrastructure as code), work effectively in agile teams, and use Git, Linux and Docker. They also bring strong communication and up-to-date ML tooling knowledge, including scaling generative and large language models in the cloud.
Engineer (MLOps) SFIA Grade 4	Per day	£950	Per month	An MLOps engineer who can write and review production-grade Python, deliver cloud solutions on AWS, Google Cloud or Azure using DevOps and infrastructure-as-code, and ship reliably in agile teams. They are fluent in Git, Unix/Linux and Docker, can work with modern ML tools (TensorFlow, Keras, PyTorch or scikit-learn), communicate well with customers and teams, and stay current on LLMs and scaling generative models in the cloud.
Delivery Manager SFIA Grade 5	Per day	£1,000	Per month	For a delivery manager (SFIA grade 5) day rate, companies get an experienced delivery lead who can shape the delivery approach, stand up the right governance, and run end to end delivery across discovery, build, and implementation for MLOps projects. They plan and manage scope, budget, timelines, and dependencies, keep stakeholders

				aligned, and own RAID, reporting, and delivery assurance so teams can focus on building. They also drive pragmatic agile ways of working, unblock issues quickly, and support smooth onboarding, handover, and continuous improvement.
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3. Discounts and price protections

Discounts are tailored to each individual project and they will be influenced by volume of resource required and duration of the project, with proportionately larger discounts available for larger projects of this nature. This will be referenced as part of any proposal provided by Fuzzy Labs.

4. Additional costs and assumptions

4.1 Additional costs (if any)

- **Travel and subsistence (if on-site delivery is offered): charged at cost** (as reasonable expenses, agreed in writing with the customer in advance).
- **Third-party licences or pass-through costs (if required):**
 - **Customer to obtain and maintain necessary licences, permissions and consents** needed for the Services before they start.
 - **Cloud Hosting:** if the customer requires Fuzzy Labs to host the SaaS solution we will charge for the cloud hosting at cost.
 - **Third-party services required by Fuzzy Labs** to perform the Services may be charged as expenses (agreed in writing in advance).
 - Any **Third Party Components** are subject to the applicable third-party or open source licence, which Fuzzy Labs will notify the customer about.

4.2 Pricing assumptions / constraints

- **Buyer responsibilities:** ensure the requirements contained in the proposal from Fuzzy Labs are complete and accurate, cooperate with delivery, provide access to premises/systems/facilities, provide required information and materials, and obtain and maintain necessary licences, permissions and consents before services start. If the buyer causes delay or prevents delivery, Fuzzy Labs may suspend delivery and the buyer must reimburse resulting costs or losses.
- **Service constraints that affect pricing:** charges are time and materials using daily rates set out in the Order; a day rate assumes an 8-hour day during business hours; reasonable expenses (including travel and third-party services) may be charged if agreed in writing in advance. Charges may also increase if based on incorrect or incomplete customer information, if dependencies are not provided on time, or if customer equipment fails.
- **Early termination / cancellation approach:** either party can terminate on 2 weeks' written notice. Either party can terminate immediately for material breach (if not remedied within 20 business days after notice) and for certain insolvency-related events. Fuzzy Labs can terminate immediately if the customer fails to pay amounts due. On termination or expiry, the customer must immediately pay outstanding invoices and pay immediately for services already supplied but not yet invoiced

5. Worked examples

Example buyer need

An organisation has several models in use (for example recommendations, segmentation, forecasting), but they are struggling to move from ad-hoc delivery to a scalable, production-grade ML system. They have some DevOps, but ML workflows are still fragmented, data and models are not reliably versioned, and production observability is limited.

The risks are familiar:

- model performance can degrade silently as the real world drifts from training data
 - dataset and model changes are not tracked consistently, slowing collaboration and increasing production mistakes
 - limited observability means issues are found late
 - model handover fails because teams do not share a common “language” (model cards, feature stores, provenance)
- Fuzzy Labs’ expertise in summary

Target outcome

Move the buyer from “DevOps but no MLOps” toward automated deployment with monitoring, with a clear path to automated retraining later.

Delivery approach

Fuzzy Labs typically delivers as outcome-based consultancy: agree scope, break into deliverables across a timeline, and price to deliver X by Y for Z.

Sprint 1 (Weeks 1 to 2): Discovery plus delivery foundations

Goal: Align on the “why” and put in place the minimum foundations to deliver MLOps safely.

Sprint 2 (Weeks 3 to 4): Repeatable training pipeline for the first model

Goal: Make training reproducible and promotable, with clear quality gates.

Sprint 3 (Weeks 5 to 6): Automated deployment and production hardening

Goal: Ship the model reliably into production with safe rollout and rollback.

Sprint 4 (Weeks 7 to 8): Monitoring, drift detection, and handover

Goal: Make performance visible, catch drift early, and hand over safely.

Example sprint / resource / cost breakdown

Role	Sprint 1 (days)	Sprint 2 (days)	Sprint 3 (days)	Sprint 4 (days)	Price
Strategic Lead	2	2	2	2	£14,000
Lead Engineer (MLOps)	10	10	10	10	£54,000
Senior Engineer (MLOps)	10	10	10	10	£40,000
Engineer (MLOps)	10	10	10	10	£38,000
Delivery Manager	2	2	2	2	£8,000
Total	34	34	34	34	£154,000

Example pricing table

Role	SFIA Grade	Day Rate	Estimated No. Days	Price
Strategic Lead	7	£1,750	8	£14,000
Lead Engineer (MLOps)	6	£1,350	40	£54,000
Senior Engineer (MLOps)	5	£1,000	40	£40,000
Engineer (MLOps)	4	£950	40	£38,000
Delivery Manager	5	£1,000	8	£8,000
Total			136 (8 weeks, 4 sprints)	£154,000

6. Invoicing

- **Invoicing: monthly in arrears** (unless otherwise specified in the Order).
- **Payment terms: within 20 Business Days of the date of the invoice** (plus VAT where applicable, subject to receipt of a valid VAT invoice).
- Implementation start: reasonable endeavours to meet any performance dates set out in the proposal following acceptance evidenced by accepted order/proposal, but those dates are estimates and time is not of the essence for performance of the services.

7. Contact details

- Commercial contact: Robbie Vigers, robbie@fuzzylabs.ai, 07484182772
- Policing and Central Government Lead: Jamie Smith, jamie@fuzzylabs.ai, 07729881965
- Service/support contact: Tim Carr, tim@fuzzylabs.ai, 07976916611