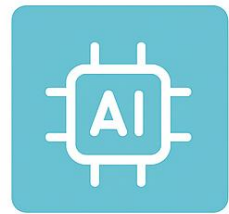




Pricing Schedule for Cloud Application Support, DevOps and AI Enablement

Cloud-hosted delivery, AI integration, and automation for secure, scalable public-sector services.

Framework: G-Cloud 15 • Lot 3: Cloud Support
Supplier: Chris Johnson Studio Ltd (CJS)



At a glance:

- End-to-end delivery: Discovery → Migration → Automation → Run & Optimise → Handover
- Core capabilities: AWS, Terraform (IaC), CI/CD, Kubernetes, Data & AI, FinOps, DR & Security
- Engagement options: Bronze/Silver/Gold support tiers with defined SLAs at Call-Off

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1. Pricing approach

- **Unit:** Maximum day rates (GBP, ex VAT & expenses) per role, in line with GC15 requirements. **Delivery location:** UK-based delivery only as standard. No offshore resources will be used without Buyer written approval.
 - **Working hours.** Standard delivery hours are 09:00–18:00 UK, Monday–Friday (excluding UK public holidays). Out-of-hours and on-call support are available by agreement; premiums are defined in the Pricing Schedule (see §7: Support levels — minimum monthly commitments & out-of-hours pricing). Where a Buyer has contracted Managed Support with Extended Hours or 24×7 coverage, activities performed within the contracted coverage window are included in the monthly fee; OOH uplifts apply only to time-and-materials tasks outside the contracted window.
 - **Rate posture:** SME-lean caps (competitive but sustainable). Actual Call-Off rates may be lower depending on scope, duration, and volume.
 - **Security & residency:** Where required, staff will be UK-resident/cleared. UK public sector data is hosted in UK regions unless the Buyer approves a compliant transfer.
 - **Travel & expenses (framework alignment).** Expenses for travel, mileage and/or subsistence are deemed to be included in the Maximum Day Rates where they relate to travel, mileage and/or subsistence within the area bounded by the London Orbital Motorway (M25). In all other cases, expenses for travel, mileage and/or subsistence will only be recoverable in addition to the Maximum Day Rates where this is expressly set out in the Rate Card and, where recoverable, shall be payable at the Buyer's applicable standard travel, subsistence and mileage rates.
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2. What's included in day rates

- Delivery by qualified personnel at the engaged role level.
- **Collaboration & governance:** participation in agreed ceremonies/meetings (e.g., stand-ups, planning, reviews), use of the Buyer's preferred tooling (e.g., Teams/Jira/Confluence), and timely stakeholder communications.
- **Planning & control:** contribution to backlogs, sizing/estimation, short delivery plans, and risk/issue/dependency management appropriate to the engagement.
- **Knowledge transfer & handover:** embedded KT during delivery and lightweight documentation produced in-line with the work (e.g., runbooks, release notes, configuration notes).
- **Quality & security practices:** code review/peer review, CI/CD usage, basic automated checks/test evidence where applicable, and secure-by-default ways of working aligned to Buyer policies.
- **Data protection & accessibility (proportionate):** working in line with UK GDPR principles and Buyer policies and providing pragmatic accessibility/usability guidance where relevant to the work.
- **Reporting & administration:** routine progress updates, action logs, and timesheets/service reporting as agreed.

- **IP and deliverables:** foreground materials created under the Call-Off are made available to the Buyer as set out in the Order Form (typically Buyer-owned or assigned); any pre-existing Supplier materials used are licensed to the Buyer on a non-exclusive basis to the extent needed to use the deliverables.
- **Travel, mileage and subsistence (expenses):**
 - Within M25: Included in the Maximum Day Rates (see §1).
 - Outside M25: Not included; only recoverable if expressly set out in the Rate Card and payable at the Buyer's applicable rates (see §1)

Note: Activities outside Business Hours, formal training workshops/bespoke materials, Managed Support fixed-monthly services, third-party platform/SaaS fees, travel/expenses outside the M25 (only where expressly recoverable per §1), and other pass-through costs are not included in day rates and are priced separately (see Pricing Schedule, including §7 Out-of-hours pricing and §12 Managed Support where applicable).

3. What's excluded / may vary

Expenses (framework alignment).

- We work remote-first; travel is by exception and must be pre-approved in writing.
- Within the M25: Travel, mileage and subsistence are included in the Maximum Day Rates (see §1).
- Outside the M25: Travel, mileage and subsistence are only recoverable in addition to the Maximum Day Rates where expressly set out in the Rate Card and, where recoverable, shall be payable at the Buyer's applicable standard travel, subsistence and mileage rates (see §1).
- Evidence: Itemised receipts (and travel itineraries where relevant) provided with the invoice.
- Not reimbursed: Alcohol, room-service premiums, first-class travel, or personal items.

Travel (*outside the M25 where recoverable per above*)

- Rail: Standard Class.
- Air (UK/EU): Economy. Long-haul Economy/Premium Economy by prior agreement only.
- Mileage (private vehicle): Reimbursed per the Buyer's applicable mileage rates/policy.
- Taxis/ride-hailing: Only where public transport is impractical or unsafe; pre-approval required.

Accommodation (*outside the M25 where recoverable per above*)

- Room & taxes only; breakfast included if available.
- Book in line with the Buyer's standard travel policy (class of hotel/ceiling rates as specified by the Buyer).
- Upgrades or ancillary charges are not reimbursed.

Subsistence (*outside the M25 where recoverable per above*)

- Food and non-alcoholic drinks only.
- Reimbursed at the Buyer's applicable subsistence limits/policy.
- Alcohol is not reimbursable.

Other

- Parking, road tolls, and meeting-room hire at cost (pre-approved).
- Invoicing & evidence: Expenses invoiced monthly in arrears with itemised receipts (and travel itineraries where relevant). If foreign currency is used, conversions use the Bank of England daily spot rate for the vendor invoice date, unless the Buyer specifies an alternative approach.

Premiums (only if agreed at Call-Off)

- **Out-of-hours (OOH) uplifts** — as set out in the Pricing Schedule §7 (Evenings +25%, Overnight +50%, Weekends/Public Holidays +75%).
- **Urgent mobilisation uplift** — +20% on applicable Business Hours day rates where a start is required within 5 business days of Order Form signature; +35% where a start is required within 48 hours. *(Does not apply in addition to OOH uplift; the single highest applicable uplift applies.)*
- **Scarce clearance uplift** — +20% on applicable Business Hours day rates for roles requiring active SC/DV and niche skills where availability is constrained at Call-Off. *(Does not apply in addition to OOH uplift; the single highest applicable uplift applies.)*
- **Cap & non-stacking rule** — Where more than one premium could apply, only one (the highest) is charged; premiums do not stack and never exceed the published uplift for that time band.
- **Third-party costs (recharged at cost + handling fee; pre-approved)**
Scope: Third-party platform/software charges are outside day rates and outside any Managed Support fixed fees. They are not treated as travel/subsistence expenses (M25 rule does not apply).
- **Payment route:** Wherever practical, the Buyer may pay vendors directly. If we pay on the Buyer's behalf, the costs are recharged as below.
- **Recharge basis (pre-approved):** Vendor invoice cost + 10% handling fee *(minimum £50 per vendor invoice; cap £500 per vendor per calendar month)*, subject to prior written approval at Call-Off or via Change Control. No handling fee applies where the Buyer pays the vendor directly.
- **What the handling fee covers:** Supplier administration (procurement, account setup, license/user management, reconciliations), finance handling, and audit support. No additional uplift or margin is applied.
- **Evidence & invoicing:** Recharged items are supported by the original vendor invoice(s) and an itemised schedule. FX, where applicable, uses the Bank of

England daily spot rate for the vendor invoice date (unless the Buyer specifies another basis). VAT is applied in line with legislation.

- **Illustrative items (non-exhaustive):** Cloud provider usage; SaaS licences (analytics, BI, DevOps, incident tooling); data connectors/feeds; security testing tools; monitoring/observability; domains/TLS certificates; vendor professional services.

Commercial rules.

- **Pricing basis:** vendor invoice at cost + 10% handling fee (min £50 per vendor invoice; £500 monthly cap per vendor).
 - **Evidence:** copy invoice and, where applicable, usage report provided with our recharge.
 - **FX:** vendor's GBP total; if none, Bank of England daily spot on invoice date.
 - **Tax:** recharged exclusive of VAT; VAT per UK rules.
 - **Approval:** vendors/editions/seat counts pre-approved at Call-Off and listed in the Order Form; changes require written Buyer approval.
 - **Procurement route:** wherever practical, the Buyer contracts directly with the vendor; if we procure on the Buyer's behalf, the above rules apply.
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4. Commercial options

4.1 Managed Support (optional, fixed monthly)

Available at Call-Off using the unit pricing in §12; SLA/credit applicability per §13. Day-rate (T&M) work for change/projects remains at the role rates in this schedule.

4.2 Volume discounts (T&M day rates)

Applicable to Business Hours day rates for multi-role teams under a single Call-Off; excludes Managed Support fees, third-party costs, and premia. Discount bands are determined by the average number of concurrently deployed roles during the billing period:

- 3–4 concurrent roles: 3% discount
 - 5–7 concurrent roles: 5% discount
 - 8+ concurrent roles: 8% discount
- Discount is applied to the base BH day rate; any OOH uplift in §7 is applied to the discounted base rate.

4.3 Long-term commitment discounts (T&M day rates)

For continuous delivery under a single Call-Off:

- 3–5 months: 2% discount
 - 6–11 months: 4% discount
 - 12+ months: 8% discount
- Discount applies to BH day rates; OOH uplift (per §7) applies to the discounted base. Early termination by the Buyer before the commitment end voids the forward-looking discount for the un-delivered period.

4.4 Combining discounts & caps

Volume and long-term discounts may be combined, up to a combined maximum of 12% on BH day rates in any billing period. Discounts do not apply to: Managed Support fees (§12), third-party costs, urgent mobilisation uplift, or scarce-clearance uplift.

4.5 Blended rate option (T&M)

On request, we will propose a single blended day rate for a mixed team at Call-Off. The blended rate will not exceed the weighted average of the engaged roles' published BH maximum day rates after any applicable volume/term discounts. OOH uplift in §7 applies to the blended base.

4.6 Outcome-based phases (where appropriate)

Discovery/Alpha or well-bounded transition phases can be priced fixed-fee with capped T&M for agreed spikes/variations. Fixed fees exclude third-party/platform costs (see Third-party costs), which are handled per the rules in this schedule.

5. Pricing validity & updates

Prices in this schedule are valid for the full term of the G-Cloud 15 framework unless and until superseded by an updated version published on the Digital Marketplace. Any updates apply prospectively to new Call-Offs only. Existing Call-Offs remain on the rates set out in the Order Form for their term unless changed via a Contract Change Note. Prices are in GBP and exclusive of VAT.

6. Rate Card (UK-only)

All prices are maximum day rates, GBP ex VAT & expenses.

6.1 Architecture & Leadership

Role	Max £/day
Trainee Business Architect	300
Associate Business Architect	550
Business Architect	800
Lead Business Architect	950
Enterprise Architect	900
Senior Enterprise Architect	1,050
Lead Enterprise Architect	1,200
Principal Enterprise Architect	1,325
Associate Solution Architect	650
Solution Architect	900

Role	Max £/day
Senior Solution Architect	1,050
Lead Solution Architect	1,200
Principal Solution Architect	1,325
Associate Technical Architect	650
Technical Architect	900
Senior Technical Architect	1,050
Lead Technical Architect	1,200
Principal Technical Architect	1,325
Associate Network Architect	650
Network Architect	900
Lead Network Architect	1,100
Security Architect	1,000
Senior Security Architect	1,150
Lead Security Architect	1,275
Principal Security Architect	1,425
Chief Data Officer (CDO)	1,375
Chief Information Security Officer (CISO)	1,525
Chief Technology Officer (CTO)	1,550

6.2 Cyber Security (Domains)

Role	Max £/day
Lead Cyber Security Audit & Assurance	1,150
Principal Cyber Security Audit & Assurance	1,300
Cyber Security Governance & Risk Management	925
Associate Cyber Security Governance & Risk Manager	650
Lead Cyber Security Governance & Risk Manager	1,175
Principal Cyber Security Governance & Risk Manager	1,325
Associate Cyber Security Monitoring	950
Lead Cyber Security Monitoring	1,150
Principal Cyber Security Monitoring	1,300

Role	Max £/day
Cyber Security Incident Response	950
Associate Cyber Incident Response	650
Lead Cyber Security Incident Response	1,200
Principal Cyber Security Incident Response	1,350
Associate Cyber Security Vulnerability Management	650
Lead Cyber Security Vulnerability Management	1,150
Principal Cyber Security Vulnerability Management	1,300
Associate Cyber Security Digital Forensics	650
Lead Cyber Security Digital Forensics	1,200
Principal Cyber Security Digital Forensics	1,350
Associate Cyber Security Testing	650
Lead Cyber Security Penetration Testing	1,200
Principal Cyber Security Testing	1,350
Associate Cyber Security Secure Systems Architecture & Design	650
Lead Cyber Security Secure Systems Architecture & Design	1,200
Principal Cyber Security Secure Systems Architecture & Design	1,350

6.3 Data & Analytics

Role	Max £/day
Data Architect	850
Senior Data Architect	1,000
Chief Data Architect	1,175
Trainee Analytics Engineer	300
Analytics Engineer	800

Role	Max £/day
Senior Analytics Engineer	975
Lead Analytics Engineer	1,125
Head of Analytics Engineering	1,275
Associate Analyst	550
Data Analyst	750
Senior Data Analyst	950
Principal Data Analyst	1,125
Data Engineer	825
Senior Data Engineer	1,000
Lead Data Engineer	1,175
Head of Data Engineering	1,325
Data Ethics Lead	1,175
Head of Data Ethics	1,300
Data Governance Manager	925
Lead Data Governance Manager	1,150
Head of Data Governance	1,300
Trainee Data Scientist	300
Associate Data Scientist	650
Data Scientist	900
Principal Data Scientist	1,300
Lead Data Scientist	1,200
Head of Data Science	1,350
Senior Machine Learning Engineer	1,050
Lead Machine Learning Engineer	1,200

6.4 Quality Assurance & Testing

Role	Max £/day
Tester (QAT)	500
QAT Analyst	675
Senior QAT Analyst	825
Lead QAT Analyst	950
Tester (Test Engineer)	500
Test Engineer	700
Senior Test Engineer	875
Lead Test Engineer	1,000
Test Manager	1,050
Head of Test	1,200

6.5 DevOps, Engineering & Delivery

Role	Max £/day
Apprentice DevOps Engineer	300
Junior DevOps Engineer	600
DevOps Engineer	850
Senior DevOps Engineer	1,050
Senior DevOps Engineer – Management	1,100
Lead DevOps Engineer	1,200
Lead DevOps Engineer – Management	1,250
Principal DevOps Engineer	1,325
Principal DevOps Engineer – Management	1,375
Apprentice Frontend Developer	300
Junior Frontend Developer	600
Frontend Developer	850
Senior Frontend Developer	1,050
Lead Frontend Developer	1,175
Head of Frontend Development	1,325
Apprentice Developer	300
Junior Developer	600
Developer	850
Senior Developer	1,050
Senior Developer – Management	1,100
Lead Developer	1,200
Lead Developer – Management	1,250
Principal Developer	1,325
Principal Developer – Management	1,375

6.6 Design, Content & Research

Role	Max £/day
Junior Accessibility Specialist	600
Accessibility Specialist	850
Senior Accessibility Specialist	1,050
Head of Accessibility	1,200
Associate Content Designer	600
Junior Content Designer	700
Content Designer	900
Senior Content Designer	1,050

Role	Max £/day
Lead Content Designer	1,200
Head of Content Design	1,325
Content Strategist	1,100
Associate Graphic Designer	600
Junior Graphic Designer	700
Graphic Designer	850
Senior Graphic Designer	1,000
Lead Graphic Designer	1,150
Head of Graphic Design	1,275
Associate Interaction Designer	600
Junior Interaction Designer	700
Interaction Designer	900
Senior Interaction Designer	1,050
Lead Interaction Designer	1,200
Head of Interaction Design	1,325
Associate Service Designer	600
Junior Service Designer	700
Service Designer	900
Senior Service Designer	1,050
Lead Service Designer	1,200
Head of Service Design	1,325
Technical Writer	850
Lead Technical Writer	1,000
Associate User Researcher	600
Junior User Researcher	700
User Researcher	900
Senior User Researcher	1,050
Lead User Researcher	1,200
Head of User Research	1,325

6.7 Service Management & Operations

Role	Max £/day
Associate Application Operations Engineer	650
Application Operations Engineer	850
Senior Application Operations Engineer	1,000
Lead Application Operations Engineer	1,150

Pricing Schedule · Cloud Application Support, DevOps and AI Enablement

Role	Max £/day
Principal Application Operations Engineer	1,300
Business Relationship Manager	925
Senior Business Relationship Manager	1,050
Lead Business Relationship Manager	1,200
Configuration Analyst	650
Change & Release Analyst	750
Change & Release Manager	1,100
Operations Analyst	750
Senior Operations Analyst	950
Operational Control Manager	1,150
Head of Command & Control	1,300
Associate End User Computing Engineer	650
End User Computing Engineer	850
Senior End User Computing Engineer	1,000
Lead End User Computing Engineer	1,150
Principal End User Computing Engineer	1,300
IT Service Analyst	750
IT Service Manager	1,000
Senior IT Service Manager	1,150
Head of IT Service Management	1,300
Incident Manager	950
Major Incident Manager	1,100
Associate Infrastructure Engineer	650
Infrastructure Engineer	850
Senior Infrastructure Engineer	1,000
Lead Infrastructure Engineer	1,150
Principal Infrastructure Engineer	1,300
Associate Infrastructure Operations Engineer	650
Infrastructure Operations Engineer	850
Senior Infrastructure Operations Engineer	1,000
Lead Infrastructure Operations Engineer	1,150

Role	Max £/day
Principal Infrastructure Operations Engineer	1,300
Problem Analyst	750
Problem Manager	1,000
Service Desk Analyst	600
Senior Service Desk Analyst	800
Service Desk Manager	1,000
Head of Service Desk	1,200
Service Acceptance Analyst	750
Service Readiness Analyst	850
Service Transition Manager	1,100
Lead Service Transition Manager	1,200

6.8 Delivery, Product & Business Analysis

Role	Max £/day
Trainee Business Analyst	300
Junior Business Analyst	500
Business Analyst	800
Senior Business Analyst	975
Lead Business Analyst	1,125
Head of Business Analysis	1,275
Associate Delivery Manager	650
Delivery Manager	900
Senior Delivery Manager	1,050
Head of (Agile) Delivery Management	1,300
Digital Portfolio Analyst	800
Digital Portfolio Manager	1,050
Senior Digital Portfolio Manager	1,200
Head of Portfolio	1,325
Associate Product Manager	650
Product Manager	900
Senior Product Manager	1,050
Lead Product Manager	1,200
Head of Product	1,325
Programme Delivery Manager	1,200
Service Owner	1,200

7. Support levels: minimum monthly commitments & out-of-hours pricing

Business Hours definition. Business Hours are 09:00–18:00 UK, Monday–Friday (excluding UK public holidays).

Minimum monthly commitment (per engaged support level).

- 2 engineer-days per month, billed at the applicable role day rate in this Pricing Schedule.
- If multiple roles are engaged for a level, the monthly minimum is the sum of each role's 2-day commitment.
- Higher commitments (e.g., 5 or 10 days/month) can be agreed at Call-Off and are priced pro-rata using the same day rates.

Out-of-hours (OOH) & on-call uplifts (priced).

- Evenings (Mon–Fri, 18:00–22:00): +25%
- Overnight (22:00–08:00): +50%
- Weekends & UK public holidays: +75%
- On-call retainer (per week): 1 × engineer-day at the engaged role's day rate (covers standby). Call-outs are charged for time worked at the applicable OOH uplift.

Managed Support interaction. Where the Buyer selects Managed Support with Extended Hours or 24×7 coverage, activities performed within the contracted coverage window are included in the monthly fee; OOH uplifts apply only to time-and-materials tasks outside the contracted window.

SLAs. Targets are set in the Order Form at Call-Off. Any service credits apply first to the monthly support minimum, then to additional time & materials in the same billing period.

8. Training & Knowledge Transfer (pricing)

- Training and KT are delivered by the relevant roles (e.g., Senior DevOps Engineer, Delivery Manager) at the published day rates in this Pricing Schedule.
 - Minimum booking per scheduled session: 0.5 day (time & materials).
 - Materials (slides, runbooks, recordings) are included within the billed time.
 - CJS charges no per-delegate fees.
 - Optional venue hire or third-party certification/exam fees (where requested by the Buyer) are out of scope of day rates and may be passed through at cost with prior Buyer approval.
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9. On-boarding (pricing)

- On-boarding is delivered by the engaged roles at the published day rates in this Pricing Schedule.
 - Kick-off & planning: Delivery Manager/Technical Lead time as required.
 - Environment access & tooling setup: DevOps/AppOps time as required.
 - Workshops (if scheduled): minimum 0.5 day per session; no per-delegate fees (see §8 Training & KT).
 - Early-life support (first 30–90 days): time-and-materials at published day rates; may be delivered within the monthly support commitment (see §7).
 - OOH/on-call delivery (if required): charged per OOH uplifts (see §7).
 - Optional site visit: time billed at day rates; travel/subsistence only if agreed in the Order Form.
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10. Off-boarding & Migration (pricing)

- Off-boarding (standard and enhanced) is delivered time & materials at the published role day rates in this Pricing Schedule.
 - Exit Readiness Assessment (illustrative): 2 × Cloud Support/DevOps Engineer + 0.5 × Delivery Manager.
 - Handover Sprint (illustrative): 10 × Cloud Support/DevOps Engineer + 1 × Delivery Manager.
 - Managed Transition (range): 20–60 × Cloud Support/DevOps Engineer + 2–6 × Delivery Manager + 2–6 × Architect/Lead (scope dependent).
 - Decommissioning & Clean-up (range): 3–10 × Cloud Support/DevOps Engineer.
 - Hypercare / On-call (per week): billed at published day rates; call-outs charged with applicable OOH uplifts (see Support & OOH pricing).
 - Workshops/KT during exit: follow Training & KT rules (minimum 0.5 day, no per-delegate fees).
 - OOH/on-call delivery: charged per the OOH uplifts.
 - Travel/subsistence: only if agreed in the Order Form.
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11. Assumptions & dependencies

- Buyer will provide timely access to environments, stakeholders, and documentation.
- Scope, deliverables, and acceptance criteria will be agreed in the Call-Off or Statement of Work (SoW).
- Any material change to scope or constraints will be managed through change control.

12. Managed Support – monthly unit pricing (optional)

Scope

Managed Support is an optional fixed-monthly service for live environments. It covers proactive operations (monitoring, patching, backup checks, incident handling, and monthly reporting) within agreed hours and SLAs. Change/projects continue as time-and-materials at the published role day rates.

How fees are calculated

- Monthly fee = Coverage Base (choose one) + Managed Components (as applicable) + SLA Uplift (optional) + Add-ons (optional).

Coverage Base (per environment per month)

- Business Hours (Mon–Fri 09:00–18:00 UK) — £1,250
- Extended Hours (e.g., 08:00–20:00 Mon–Sat) — £1,950
- 24×7 — £3,750

Managed Components (per month)

- Compute group (VM autoscaling group or container node group) — £500 each
- Managed DB / service instance (e.g., RDS, Aurora, ElastiCache) — £450 each
- Kubernetes cluster (per cluster) — £900
- Data pipeline / integration (e.g., ETL/Lambda/Fivetran flow) — £350 each
- Monitoring & alerting pack (environment-wide dashboards/alerts) — £400
- Backup & restore runbook (environment-wide checks) — £200
- DR readiness & failover runbook (environment-wide) — £400

SLA Uplift (select one, applied to Coverage Base only)

- Standard — Included
- Enhanced — +25% of Coverage Base
- Premium — +60% of Coverage Base

Add-ons (optional)

- Patch & vulnerability management (environment-wide) — £900
- Compliance reporting pack (monthly evidence bundle) — £350
- Out-of-hours change window (per window) — £350

Commercial notes

- Managed Support follows the out-of-hours/on-call arrangements set out elsewhere in this schedule.

- SLAs are set at Call-Off and, where agreed, service credits apply only to the Managed Support monthly fee.
- Change and project work continues at the published day rates in this schedule.

Tiered options — Bronze / Silver / Gold (direct monthly prices)

For ease of selection, these bundles combine Coverage Base and SLA into pre-defined options. Managed Components and Add-ons (above) may be added as required. Operational targets and definitions mirror the Service Definition.

Bronze

- Price: £1,250 / environment / month (Business Hours + Standard SLA).
- What's included (scope summary): Business-hours incidents, monitoring, patching, backups, cost controls; monthly report.
- Key targets (summary): Response P1 1h, P2 4h, P3 1 business day; typical restore guidance P1 ≤8 business hours, P2 ≤2 business days; availability target 99.5% (managed environments).

Silver

- Price: £2,437.50 / environment / month (Extended Hours + Enhanced SLA → £1,950 × 1.25).
- What's included (scope summary): Bronze + change/release support, performance tuning, security reviews, quarterly resilience tests; Technical Account Manager included.
- Key targets (summary): Response P1 30m, P2 2h, P3 8h; typical restore guidance P1 ≤4h (on-call optional), P2 ≤1 business day; availability target 99.9% (managed environments).

Gold

- Price: £6,000 / environment / month (24×7 + Premium SLA → £3,750 × 1.60).
- What's included (scope summary): Silver + architecture optimisation, capacity planning, DR exercises, enhanced reporting; optional on-call; Technical Account Manager included.
- Key targets (summary): Response P1 15m, P2 1h, P3 4h; typical restore guidance P1 ≤4h (with on-call), P2 ≤8h; availability target 99.95% (managed environments).

(All prices exclude VAT. Service credits, where agreed, apply only to the Managed Support monthly fee. Full targets and credit rules in §13 SLA targets & credits.)

Worked examples (illustrative only)

- A — Small production (Business Hours, Standard): £3,450/month.
 - B — Analytics stack (Extended + Enhanced): £4,490/month.
 - C — 24×7 transactional (Premium + DR): £9,800/month.
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13. SLA targets & credits mapping (Managed Support only)

- **Targets.** Response and availability targets are selected to match the Coverage Base and SLA Uplift chosen (e.g., Business Hours + Standard; 24×7 + Premium). Specific P1–P3 response and restore targets are recorded in the Order Form. (See Service Levels in the Service Definition for typical values.)
 - **Credits.** Where credit mechanisms are agreed, credits apply only to Managed Support monthly fees (not day-rate work) and are calculated per the Service Definition “Financial Recompense” section. Credits apply first to the monthly support minimum, then to additional in-month Managed Support fees.
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This Pricing Schedule is intended for inclusion in the G-Cloud 15 Service Definition and for reference at Call-Off. Signed off by:

Christopher Johnson, Director

07 September 2025

