



G-Cloud 15 Pricing Information

Mitel Cloud Support, Maintenance, Applications
Engineering Support, and Implementation Services

Lot 3



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Pricing Overview

Rate Card

Our engineering and consultancy rates are listed below.

Job Family	Job Role	Role Level	Max Price UK Onsite
Architecture Roles	Enterprise Architect	Enterprise architect	£1,000.00
		Senior enterprise architect	£1,000.00
		Lead enterprise architect	£1,000.00
		Principal enterprise architect	£1,000.00
	Network Architect	Associate network architect	£1,000.00
		Network architect	£1,000.00
		Lead network architect	£1,000.00
	Security architect	Security architect	£1,000.00
		Lead security architect	£1,000.00
		Principle security architect	£1,000.00
	Solution Architect	Associate solution architect	£1,000.00
		Solution architect	£1,000.00
		Senior solution architect	£1,000.00
		Lead solution architect	£1,000.00
	Technical architect	Associate technical architect	£1,000.00
		Technical architect	£1,000.00
		Senior technical architect	£1,000.00
		Lead technical architect	£1,000.00
		Principal technical architect	£1,000.00
Product and Delivery Roles	Delivery manager	Associate delivery manager	£1,000.00
		Delivery manager	£1,000.00

©-CLOUD PRICING INFORMATION: Mitel Cloud support, Maintenance, Applications Engineering support, and Implementation Services



g-CLOUD PRICING INFORMATION: Mitel Cloud Support

Commented [LC1]: Note that the prices here are different to both of your lot 2 listings

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Finance, Applications Engineering Support, and Implementation Services

	Senior delivery manager	£1,000.00
	Head of (Agile) delivery management	£1,000.00
Programme delivery manager	Programme delivery manager	£1,000.00

Support on Cloud Subscription Services

Billing Frequency	Category	DESCRIPTION	Unit	Unit Sell
Monthly Charges	Support Services	Engage Support (M-F / 09:00 to 17:30)	Per User	£1.00
Monthly Charges	Support Services	Monitor Support to include remote monitoring (M-F / 09:00 to 17:30)	Per User	£2.00
Monthly Charges	Support Services	Engage Support (24/7/365)	Per User	£1.50
Monthly Charges	Support Services	Monitor Support to include remote monitoring (24/7/365)	Per User	£3.00

Please note:

- Enterprise style deals & time limited discounts may be available.
- Individual Prices may increase during the contract as per CCS guidelines.

Our Support service does require that every user (total quantity) on the Cloud Subscription service is included in the per user/per month pricing.

Priority Level	Target Response Time
P1	4 hours
P2	8 hours
P3	16 hours
P4	24 hours



Contact Details

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

