



Pricing – Managed Support & Advisory Services – Lot 3

Redtail Consulting

This commercial schedule sets out the pricing structure for human-led operational support and advisory services delivered on a capability basis under G-Cloud Lot 3 (Cloud Support).

Pricing Model

Pricing is based on monthly support units reflecting service availability, complexity, and criticality. Pricing is not linked to named individuals, headcount, hours, or effort. Buyers purchase support capability, not resources.

Support Levels and Indicative Pricing

Support Level	Availability	Commercial Unit	Price Band per support unit
Standard Support	Business hours	Monthly support unit	£4,500 – £6,500
Enhanced Support	Extended hours	Monthly support unit	£7,500 – £10,000
Premium Support	24x7 availability	Monthly support unit	£12,000 – £16,000

What a Support Unit Provides

Each support unit provides access to operational support and advisory services, including incident coordination, operational oversight, service leadership, and reporting. Delivery is managed by Redtail Consulting on a capability basis.

What Pricing Excludes

Pricing excludes named or dedicated individuals, headcount commitments, guaranteed response times, hardware or software procurement, licensing, minimum contract terms, and renewal uplifts.

Commercial Terms

Support units may be increased or reduced during the call-off period to reflect changing service needs. All payment, liability, termination, and audit terms are governed by the G-Cloud Call-Off Contract.

XFLO Solutions Limited t/a Redtail Consulting