

Pricing for on-call support

We can provide 24/7 on-call support on any component that we have written that has an automated deployment pipeline and is supported by one of our live service evolution teams.

There are two elements to on-call support pricing:

- An on-call charge per person on-call
- An hourly call-out charge for time worked on-call as a result of an incident or call

Each rate is based on a proportion of the agreed individual's daily charge rate or blended rate, typically from our SFIA Rate Card. Any agreed volume discounts will also be applied.

Type	Times (UK)	Proportion of daily rate	Example at £865/day
On-call	Weekdays morning or evening (18:00-24:00 or 00:00-09:00)	12.5%	£108
On-call	Weekdays overnight (18:00-24:00 and 00:00-09:00)	25%	£216
On-call	Weekends and public holidays (00:00-24:00) per day	50%	£432
Call-out	1.5 times the standard hourly charge rate, one hour increments, with a minimum charge of one hour	18.75% / hour	£162/hour

Standard pricing

Our pricing for all G-Cloud 15 support services is based on a time-and-materials commercial model. Our consultants are assigned at the appropriate [Government Digital and Data Profession Capability Framework](#) daily rates as set out in our G-Cloud 15 Lot 3 Rate Card, plus VAT and reasonable expenses where applicable and allowed.

Volume discounts

Equal Experts offers a variety of discounts on our standard rates based on the committed volume of work across an agreed term. Where offered, these discounts will also be offered to other clients with similar requirements.

Volume discounts are only eligible where clients have agreed to 30-day payment terms and have issued timely purchase orders.

Sector pricing

We are happy to offer a 5% discount to educational institutions. Where the 5% educational institution discount is applied, no volume discounting will be given.