

Heata Pricing:

heata Compute: Sustainable GPU & CPU Compute Orchestration (Lot 2a: iSaaS)

Last updated: January 2026

1. Pricing Overview

Heata offers a transparent, consumption-based pricing model.

- **Pay-As-You-Go:** Users are charged only for the compute resources (CPU, GPU, Memory) consumed during job execution.
- **Per-Second Billing:** Costs are calculated to the second, ensuring you do not pay for idle time.
- **All-Inclusive:** Prices include energy, cooling, hardware maintenance, and standard platform features. Fees also cover both the use of the orchestration software and the underlying compute capacity.
- **Sustainable:** There is no premium for our low-carbon infrastructure; the social and environmental benefits are intrinsic to the service.

2. Orchestration & Compute Rates

All prices listed in this document are the Maximum Unit Prices for the heata Sustainable Compute Platform. These rates represent the price ceiling for the duration of the G-Cloud 15 framework. Lower rates may be available through the volume and educational discounts..

2.1 CPU Service Pricing

Ideal for general-purpose, asynchronous tasks where pricing is based on the complexity of the execution environment (Standard vs. Advanced). Standard rates include 2GB RAM per core and 100GB ephemeral storage per node. Pricing is based on the Software-Defined Allocation of compute resources. Users are licensed to access the heata orchestration layer, which dynamically provisions hardware based on the performance tiers below.

Service Class	Workload Suitability	Unit	On-Demand Rate (per core-hour)
Standard CPU	Containerised workloads e.g. General K8s	Core-Hour	£0.01
Advanced CPU	E.g. Data Science, ML/AI, Ray/Spark frameworks, CI/CD	Core-Hour	£0.03

2.2 Accelerator Pricing

Ideal for hardware-accelerated tasks where pricing is based on the specific performance tier of the allocated accelerator profile. GPU tier pricing is "all-inclusive," covering necessary vCPU and RAM allocations.

Hardware Tier	Accelerator Profile (VRAM)	Example Models	Base Specs (vCPU / RAM / Ephemeral NVMe)	Suitable Workloads	Unit	G-Cloud Max Price (Hourly)
Tier 1: Entry	16GB - 24GB	NVIDIA RTX 4090, RTX 5080, RTX A5000	4 vCPU / 16GB RAM / 100GB	Inference, small model tuning, development environments.	GPU-Hour	£0.95
Tier 2: Mid	24GB - 40GB	NVIDIA RTX 5090, A100 (40GB), RTX 6000 Ada	8 vCPU / 32GB RAM / 200GB	Model fine-tuning, CAD/CAE, medium-scale data processing.	GPU-Hour	£1.25

Tier 3: High	40GB - 80GB+	NVIDIA H100 (80GB), H200, A100 (80GB), B200	16 vCPU / 64GB RAM / 500GB	LLM training, complex simulations, large-scale AI production.	GPU- Hour	£3.50
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2.3 Custom Resource Add-ons

For configurations beyond the standard 2GB RAM / 100GB Storage allocation:

Resource Type	Unit	Rate
Additional RAM	Per GB / Hour	£0.003
Additional Ephemeral Storage	Per GB / Month	£0.06
Persistent Object Storage	Per GB / Month	£0.02

3. Data Transfer (Egress/Ingress)

To support UK Government multi-cloud initiatives and data mobility, we waive egress fees for intra-government movement.

Item	Included Allowance	Overage Rate	Notes
Data Ingress	500GB / Month	£12.00 / TB thereafter	Standard cost-recovery.
Data Egress (Internet)	500GB / Month	£12.00 / TB thereafter	Standard cost-recovery.

4. Volume Discounts

heata offers volume discounts based on the following structure:

Aggregate Monthly Spend (Excl. VAT)	Discount Percentage
£0 – £5,000	0%
£5,001 – £25,000	5%
£25,001 – £100,000	10%
£100,001+	15%

5. Support Packages

Support fees are calculated as a percentage of monthly consumption charges to scale with usage.

Support Tier	Target Use Case	Commitment	Response (P1)	Support Hours	Monthly Fee
Standard	Testing & Non-critical	Digital Only: Access to ticket portal and docs.	2 Business Days	9am-5pm on Business Days	Included
Professional	Production Workloads	Engineering Access: Triage by senior engineers via email/ticket.	1 Hour	9am-5pm on Business Days	5% (Min. £500)
Enterprise	Mission-Critical Ops	Dedicated Technical Account Manager: Proactive Slack/Phone access + Monthly Service Reviews.	1 Hour	24/7, 365	10% (Min. £3,000)

6. Additional Information

- **VAT:** All prices exclude VAT.
 - **Education/Non-Profit:** heata is committed to supporting the UK research and education sectors. A flat 10% discount is available to all accredited educational institutions and registered charities.
 - **Billing Granularity:** While our Pricing Document lists rates in 'core-hours' for ease of comparison, heata operates on a per-second billing model. This ensures customers are charged only for the exact duration of the computation, specifically benefiting short-lived, bursty, or elastic workloads.
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Appendix 1: SFIA Rate Card

SFIA Rate Card (Standard Daily Rates)

- **Working Day:** 8 hours exclusive of travel and lunch.
- **Working Week:** Monday to Friday excluding national holidays.
- **Travel & Subsistence:** Included in day rate within M25. Payable at standard T&S rates outside M25.
- **Professional Indemnity Insurance:** Included in day rate.

Level	Strategy & Architecture	Solution Development	Service Management
1. Follow	£500	£500	£450
2. Assist	£700	£700	£650
3. Apply	£900	£900	£850
4. Enable	£1,100	£1,100	£1,050
5. Ensure/Advise	£1,300	£1,300	£1,250
6. Initiate/Influence	£1,500	£1,500	£1,450
7. Set Strategy/ Inspire	£1,800	£1,800	£1,750