
G Cloud 15: Lot 3 Cloud Support

Pricing Document

**NCSC-Assured CREST Digital Forensics Incident
Response (DFIR) Retainer**

Contact Details

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Price Model

Retainer Type	Standard	Enhanced	Emergency
Onboarding	£1,600	£6,000	N/A
Hourly Rate	£340	£310	£400
Minimum Retainer Hours	40	120	20
Minimum Contract Length	12 months	12 months	N/A

Pricing Breakdown

Onboarding – A flat, one-time fee, accounting for onboarding the customer into our service and preparing for an incident response situation.

Hourly Rate – The cost per hour of retained work.

Minimum Retainer Hours – Minimum requirement of hours to be purchased annually for each retainer type.

Pricing Conditions

- Fixed price cost of minimum hours upfront, with additional hours purchased throughout the retainer term at the rate in line with the service tier.
- Onboarding costs will be paid in full upfront.
- Pricing is given on a fixed price basis across the support contract.
- All pricing is in GBP and exclusive of VAT.
- All onboarding is based on resources working normal United Kingdom business hours, 09:00 – 17:30, unless agreed otherwise.
- Pricing does not include any incidental expenses, including travel, unless specified otherwise.
- Changes in scope, requirements or assumptions will be subject to change control and additional costs, dependent on how the changes impact the agreed Scope of Work.
- All costs are exclusive of VAT.
- All service pricing is subject to annual CPI-H increases on the annual anniversary of service commencement.



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