



ProofID Technical Support

Technical Support Pricing

Prepared for:

GCloud 15



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Contact

Questions related to the information contained in this document should be directed to ProofID Sales at sales@ProofID.com

Tel: +44 (0)330 808 0785

ProofID Ltd
Suite 2.3
Building 8
Exchange Quay
Salford, M5 3EJ



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1.0 Identity Management Technical Support Pricing

The Identity Management Technical Support service is priced according to the number of identity management components present in the production system.

1.1 Definitions

Identity Management system components are defined as below:

Component	Definition
Connector	A connector is a link between a source or target application and the IDM system which enables provisioning and de-provisioning of user accounts. Examples of terminology used by vendors to describe this include Management Agent (Microsoft FIM) and Driver (NetIQ Identity Manager).
Protected Application	A protected application is one which has been configured to be 'behind' an Access Management product such as NetIQ Access Manager or PingAccess. The user authenticates to the Access Management service which then handles seamless authentication and authorisation to the protected application.
Federated/SSO Application	A Federated Application is one, typically SaaS or externally hosted, which is configured to delegate authentication to an external authentication source, typically a directory service such as Active Directory. The configuration makes use of a federation service such as ADFS, Shibboleth or PingFederate.

1.2 Pricing Model

The pricing model is as per the following table:

Component	1 Year Contract Annual Fee	2 Year Contract Annual Fee	Optional 24/7 Surcharge
'Small' – up to 5 supported system components	£11,500	£11,000	£5,500
'Medium' – 6 to 15 supported system components	£19,850	£18,750	£8,850



'Large' – over 15 supported system components	£30,000	£28,500	£11,950
'X Large' – over 25 supported system components	POA	POA	POA
Per additional supported system component	£1,500	£1,350	N/A
Per annual consultancy bank hour	£185	£185	N/A
Per additional named customer contact	£850	£850	N/A

Support fees are inclusive of expenses.

1.3 Marketing Support Discount

A 5% per annum discount applies subject to the customer agreeing to the following terms

- ProofID is permitted to release a Press Release upon receipt of Purchase Order describing the Identity Management Technical Support service and to include contract value
- The customer to collaborate with ProofID on a Case Study following three months of live operation of the Identity Management Technical Support service. ProofID may publish the Case Study as desired.
- ProofID allowed to use the customer's name and logo on promotional material for the Identity Management Technical Support service and on ProofID's website.
- The customer to act as a reference for ProofID's prospective Identity Management Technical Support customers.

1.4 24 / 7 Access for Priority 1 Incidents (optional)

We understand that our customers IAM infrastructure plays a crucial role within their organisation, as such ProofID provide access to an engineer for Priority 1 incidents outside of core hours. This is an optional chargeable service and is subject to the 24/7 contract surcharge.

Work on incidents outside of core hours will consume consultancy bank hours at the following multiplier

Time	Multiplier
Mon-Friday, 18:00 – 08:00	x 1



Saturday	x 1.5
Sunday & public holidays	X 2

Prior agreement with the customer will always be sought before performing work outside of core hours. Where the customer has insufficient remaining hours 'in the bank' ProofID will not leave the customer stranded but retrospectively invoice the customer.

1.5 Additional Items

The following items may be purchased at any time during the contract to 'top-up' services, in which case charges will be applied on a pro-rata basis, or at any time as a 'standalone' items. Volume or marketing discounts do not apply to additional items.

Item	Price
Additional Consultancy Bank Hours	£185/hour
Additional Supported System Component	£1,500
Additional Named Customer Contact	£850

1.6 Payment Terms

- Pricing is exclusive of expenses.
- Pricing is exclusive of VAT.
- IAM Technical Support service fees are invoiced annually in advance. The initial invoice will be raised on receipt of Purchase Order and/or completed GCloud Call-Off Contract.
- Payment terms are 30 days from date of invoice.
- Maximum contract duration under G-Cloud regulations is two years.
- The IAM Technical Support contract will start on the date of the initial invoice. The contract renewal date will be the anniversary of this date.