



Cyber Incident Response

G-Cloud 15 Pricing Document

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1 Service Pricing

Introduction to pricing

Deloitte's NCSC Enhanced Cyber Incident Response service provides organisations with rapid, round-the-clock access to a team of specialists who can help you to respond to cyber incidents with speed, efficiency, and scale. Our services are available both as a walk-in and retainer service, and costed using an hourly, blended rate.

Retainer Services	Walk-in Rates
£265-350 / hour*	£350 / hour

**Hourly rate is dependent on service package such as SLAs, volume of hours purchases and applicable service fees. All prices are quoted exclusive of VAT and expenses.*

1.2 Retainer Services and SLAs

By signing up to our retainer and pre-purchasing a block of hours you receive access to our rapid response SLAs. The blended rate will be established based on your pre-agreed SLAs, volume of hours purchased and applicable service fees. This will be discussed with you at the point of engagement. The blended rate will be within the following range:

Retainer Blended Rate	£265-350 / hour*
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**All prices are quoted exclusive of VAT and expenses. Additional service charges may apply.*

The table below presents indicative SLAs and service elements.

Incident Reporting Helpline	24x7x365
Remote Triage	2 hours response
UK on-site support	24 hours response
Service Onboarding	- Kick-off workshop to introduce your Deloitte retained service and dedicated account manager - Operations manual and current state assessment shared
Quarterly Workshops	- Formal quarterly service reviews to brief you on threat, incident, and subject matter expert insights. - Discuss any changes to either organisation, processes or technology etc.
Repurposing Prepaid Response Hours	Flexibility to repurpose prepaid response hours to a range of advisory services including: - Cyber Wargaming - Cyber Awareness - Compromise Assessment - Readiness Assessment - Playbook Development - Technical Training

1.3 Walk-in Services

Our technical response and incident management support is available on demand throughout the incident lifecycle, from detection of an incident, through response, to post-incident recovery. Pricing is based on hourly units using a blended rate. The number of hours will depend on your response needs upon discussion with you, at the point of engagement.

Walk-in Blended Rate

£350 / hour*

**All prices are quoted exclusive of VAT and expenses. Additional service charges may apply.*

1.4 Invoicing process

Retainer & Pre-purchase: We will invoice for this service on commencement, invoice will be payable within 30 days.

Additional Hours, over and above the initial purchased retainer, as required: We will invoice for this service on completion of the agreed hours, invoice will be payable within 30 days.



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