

Centerprise Modern Workplace Cloud Support & Optimisation Services

Pricing Document – Lot 3, G Cloud 15, Jan 2026

1. Pricing Model Overview

Pricing for Modern Workplace Cloud Support & Optimisation Services is based on a people-led, time-and-materials model aligned to recognised SFIA skill levels. Charges are calculated according to the level of expertise required, the duration of engagement, and the agreed scope of support or optimisation activities. This approach provides buyers with transparent, flexible pricing that scales according to need and complexity.

This service does not use per-user, per-device, or subscription-based pricing.

2. Rate Structure

The service is delivered by experienced cloud support engineers, senior specialists, and subject-matter experts mapped to published SFIA levels. Applicable day rates for each SFIA level are published separately within the G-Cloud 15 Lot 3 pricing section.

Pricing is applied on a per-day or part-day basis, depending on the nature of the engagement. Buyers are charged only for the time and skill level used.

Indicative delivery roles include:

- Cloud Support Engineer (SFIA Practitioner)
- Senior Cloud Engineer (SFIA Senior / Expert)
- Lead Consultant or Architect (SFIA Lead)

3. Consumption Options

Buyers may consume the service in several flexible ways, including:

- Ad-hoc cloud support and troubleshooting activities
- Time-boxed optimisation or remediation engagements
- Retained blocks of support days per month for predictable demand

- Short-term engagements supporting onboarding, security reviews, audits, or service stabilisation

The service can be scaled up or down without long-term commitment, enabling buyers to align spend directly to operational demand.

4. Commercial Assumptions and Exclusions

Pricing excludes software licences, cloud subscriptions, hosting services, and hardware. The service applies to buyer-owned Modern Workplace SaaS and PaaS platforms operating in the public cloud.

On-site support is not included as standard but may be provided as an optional, chargeable service by prior agreement. Complex development work, large-scale data migrations, or bespoke integrations fall outside the scope of this service and are delivered as separate project engagements, priced independently.

5. Invoicing and Payment

Charges are invoiced in arrears based on actual time consumed, unless otherwise agreed for retained support arrangements. All pricing is exclusive of VAT.