



G-Cloud 15 Amazon Web Services EMEA SARL,
UK Branch (AWS)

AWS Managed Services (AMS)

Pricing

Lot 3 Cloud Support Services

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1 Introduction

This Amazon Web Services EMEA SARL, UK Branch ("Supplier") Pricing Document provides pricing information for the AWS Managed Services (AMS) offering included in the G-Cloud 15 framework catalogue.

2 AWS Managed Services Pricing

The Customer must contact the Supplier's Account Manager point of contact to engage AMS (see the AWS Service Definition Document). AMS includes a virtually unlimited number of account and billing support cases, with no long-term contracts.

AMS requires Customers to have AWS Enterprise Support or AWS Unified Operations, extending the capabilities of a Technical Account Manager and aligning Service Level Agreements (SLAs) with the high bar Customers expect across these services

The pricing for AMS Accelerate is set as a tiered increase on the gross charges from Supplier, along with a monthly minimum fee. Accelerate includes Premium SLA. Supplier provides credits for non-conformance to SLAs.

For each AMS-managed account, the uplift is applied, and the charges are then totalled for the AMS bill. If the Customer has a discount programme, the discount programme will be applied to the AMS charges and will appear in the Customer's billing console as a new credit memo.

Without limiting Supplier's rights under the Agreement to add new services with associated fees and charges, following the service commencement date, the Supplier will charge according to the rates set out below:

Table 1. AMS – Fee Schedule

AMS – Fee Schedule (all in USD)	
Operations Plan:	AMS Accelerate
Monthly Minimum Fee:	\$30K
Uplift on Supplier Charges	
AWS Charges Tier (\$)	Uplift Percentage
\$0 – \$125K	24.0%
Next \$125 – \$250K	17.5%
Next \$250 – \$500K	14.5%
Next \$500 – \$1M	11.5%
\$1M+	8.5%
Optional Services – Operations on Demand	
Block of 20 Hours:	\$3,600 per Block

For the purposes of the above:

- AMS Fee.** The AMS fee is the greater of: (a) the aggregate of the AMS usage charge under the applicable AMS Account, or (b) the Minimum Monthly Fee.
- AMS Usage Charges.** Monthly uplift fees for AMS are calculated based on each month's gross Supplier's charges (before any discounts or credits are applied) under



each AMS account ("AWS Charges") except for the following Supplier's services that are not included in the AMS fee calculation: AMS, AWS Support, AWS Marketplace, AWS Professional Services, and AWS Training and Certification.

3. **Minimum Monthly Fee.** For Customers with at least one account enrolled in AMS Accelerate, the aggregate minimum monthly fee for all AMS Accounts is \$30,000 per month.

The minimum monthly fee applies in aggregate across all Customer's AMS accounts (and not per account).

4. **Billing Start Date.** The next business day after Supplier receives the Customer's information requested in the AMS Onboarding Email. The AMS Onboarding Email refers to the email form sent by Supplier to the Customer to collect the information necessary to activate AMS on the Customer's accounts.

For accounts subsequently enrolled by the Customer, the billing start date will be the next business day after AMS sends an AMS Activation Notification for the enrolled account. An AMS Activation Notification occurs when a Customer grants access to AMS processes and their Cloud Architect.

5. **Standard Usage Charges.** Standard usage charges will apply in addition to AMS fees for all supplier service offerings used by Supplier to provide AMS. For additional information, refer to the pricing pages for each service offering.
6. **Operations On Demand.** Operations on Demand is a service feature that extends the standard scope of AMS by providing operational services that are not part of the base offerings of AMS Accelerate or the Supplier. Customers agree to purchase a certain number of hourly blocks (20 hours per block) on a monthly recurring or one-time basis. See the Operations on Demand Service Description and Catalog for more information on services available through Operations on Demand.