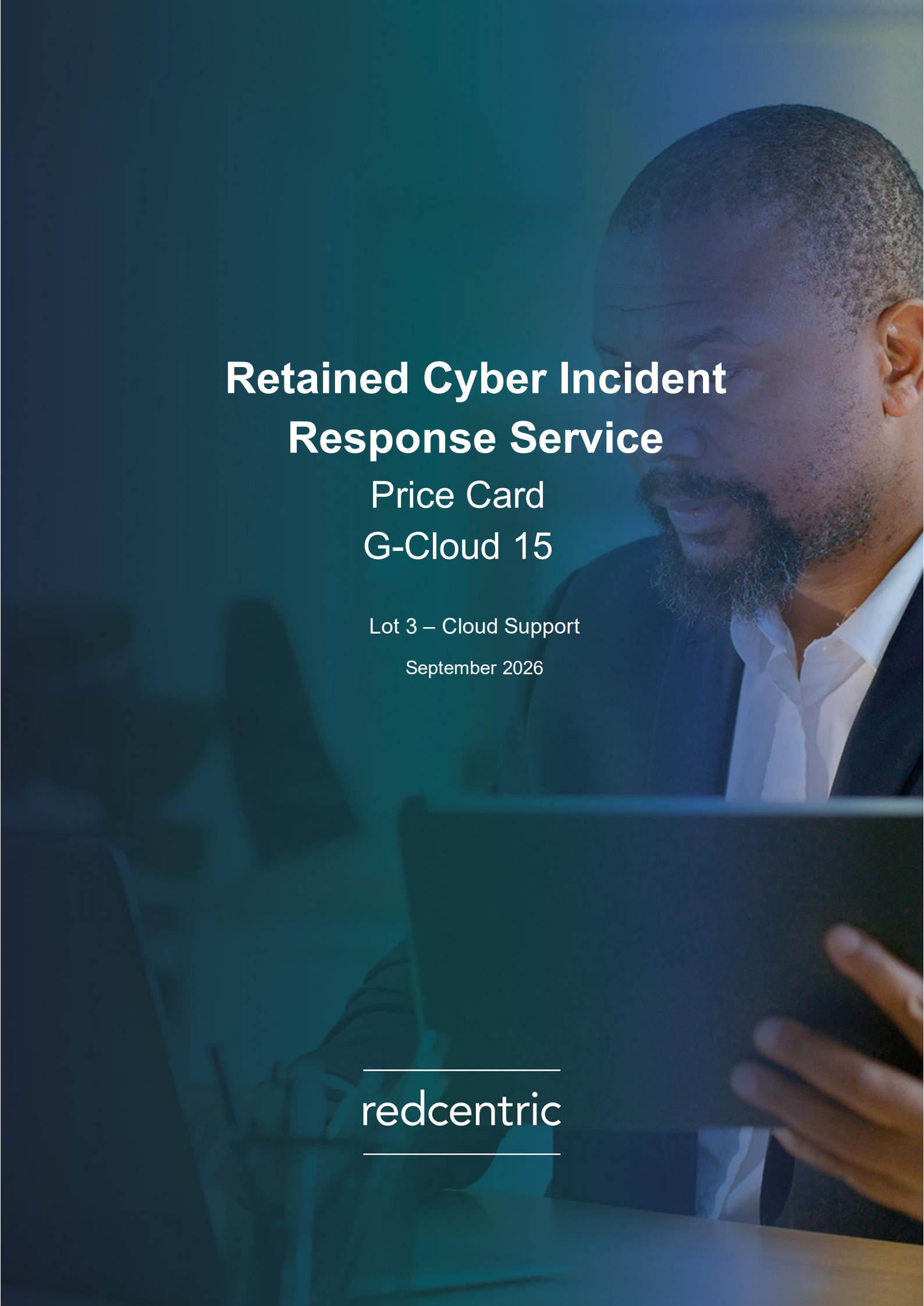


Retained Cyber Incident Response Service

Price Card

G-Cloud 15

Lot 3 – Cloud Support

September 2026

redcentric

Retained Cyber Incident Response Service

The Redcentric Retained Cyber Incident Response service provides on-demand and SLA-backed access to our incident response specialists in the event of a major cyber security incident to contain and eradicate live security threats affecting your network and business operations.

The retainer benefits include our partner's attack surface management platform and external scanning capability for up to 99 internet facing assets, this can be scaled upward for larger clients if they want to increase the scope and number of assets. This increases the value of the service in the event they do not suffer an incident, whilst providing valuable insight and intelligence around potential threats on their attack surface. The Core response retainer is not convertible and does not come with prepaid hours. The Proactive Response hours can be 100% converted to proactive services to a broad range of cyber & risk advisory activities, including: threat modelling, threat hunting, Incident Response planning, Red Team exercises and offensive security testing.

Pricing

All prices exclude VAT.

This Service is subject to a Call-Off Contract Period of 12 months and a Minimum Period of Service of 12 months.

Retained Cyber Incident Response

We offer a standard SLA that guarantees that **triage of an incident by an IR consultant will be initiated within 1 hour** of a call being logged via the incident response hotline, 24/7.

This SLA guarantees that you will be able to access over 50 highly skilled and experienced incident responders when you need them most.

Table 1 - The service is offered as a retainer model;

Tier	SLA	Description	One-Off Charge	Hourly Charge	Daily Charge
T1	1 Hour	Core Response – no prepaid hours	£6,250.00	£350.00	£2,800.00
T2	1 Hour	Proactive Response – 30 prepaid hours	£10,050.00	£335.00	£2,680.00

- Day rates apply in 8-hour blocks.
- The same rate will apply both inside and outside standard working hours, including evenings, weekends, and public holidays.
- Expenses will be charged at cost.

Standard Deliverables

- Service Onboarding and Setup
- Service Configuration
- 24 / 7 Support

Ending the contract without reason

If the Customer terminates the Call-Off Contract, all or part of it, before the Call-Off Contract end date, as set out in paragraph 13.2.2 of the General Terms, the Customer must give the Supplier no less than 90 days' notice.

The Buyer must promptly pay all outstanding Charges incurred to the Supplier and must pay the Supplier reasonable committed and unavoidable losses as set out in clause 13.5.3 of the General Terms.

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