

Red Oak Managed Services Rate Card

G Cloud 15



Red Oak Consulting
Expert advice, exceptional delivery

Red Oak Managed Services Commercial Arrangement

Option One: Full Contract Agreement

Red Oak Managed Services (ROMS) is to be completed remotely and forms the basis of the management fee.

As part of the monthly management fee Red Oak will include:

The initial audit / health check of the system.

Payment terms are 30 days from date of invoice.

All support is offered and completed remotely from the UK (Mon – Friday inclusive). Excluding Christmas Day, Boxing Day and UK Bank / National Holidays.

No out of hours support.

All support is conducted from 0800 – 2000 hours UK time.

This method is based on a 3-year contractual arrangement with a fixed monthly charge. The monthly fee is determined by several factors, including:

- The age and configuration of the cluster (s);
- The number of active users;
- The nature and complexity of support issues;
- The types of applications in use.

Dependant on the above criteria the monthly fee starts from £5,000 excluding VAT. The monthly fee is to be paid in advance, every 30 days.

The annual support cost is fixed for the two-year contractual term, there after would be reviewed annually and capped at RFI.

Support services commence once Red Oak has received a valid Purchase Order (PO), and the first monthly fee has been received by Red Oak in full.



Please note once the value of Commercial Arrangements the PO reaches a minimum value, we would request a “top up” to continue with on-going support. This top up would need to be received prior to the previous PO being exhausted.

Our hourly matrix rate system would be paid against the hours / days undertaken by the relevant grade of consultant(s).

All rates exclude the prevailing rate of VAT.

Payment terms remain at 30 days from date of invoice.

All support is completed remotely from the UK.

Hours of support are: 0800 – 1800 hours UK time excluding Weekends, Bank Holidays, Christmas Day and Boxing Day.

No out of hours support included.

Red Oak Consulting Managed Services Commercial Arrangement Option Two: Hourly Drawdown from a PO

This method allows support to be charged on an hourly basis, drawn down from a pre-approved PO held on file. It is particularly convenient for customers who:

- Are unsure of the exact level of support required;
- Prefer not to commit to a long-term contractual arrangement.

This approach provides flexibility and ease of access to support services as needed, without the constraints of a fixed-term agreement.

Details of this method are outlined below:

When support is required, we would draw down from the PO based on the time and effort required to complete the issues logged. The value of the PO is open to discussion; there is no minimum value.

As part of the operational review, the number of tickets and the time allocated to complete the ticket will be shown. The minimum billing effort would be one hour.

ROMS Specialist Hourly Rate £225 Consultant Oversight Hourly Rate £313

Due to the style of this agreement, Red Oak proposes an hourly matrix rate system which will be paid against the hours undertaken taken by the relevant grade of consultant (s). This is applicable to the technical support being given for HPC – AI issues. A monthly invoice will be issued based on the amount of time and effort conducted to complete the ticket (s) raised. The invoice will be issued a month in arrears.

