

Cloud Hosted Services

Service Definition Document

Product or Service Description

IaaS, SaaS or PaaS products offered on behalf of other organisations such as AWS, Google, Microsoft or Others are offered as originally offered by the original supplier. Due to continuous changes for such Services, no specific service description is given.

All subscription, or licensing monthly or annual costs will be passed to the customer **at supplier advertised rates including any discounts for volume purchasing offered by the supplier**. Gaia will act as a reseller of 3rd party services at their advertised costs and discount structure in the relevant time period from their corresponding suppliers. For up to date pricing please refer to the product page at the supplier.

Gaia Services

We offer resale service as well as integration services or Service Design that allow the service to be delivered within your projects. This is offered through:

Pre-Sale Consultancy

Gaia will provide a **free** pre-sale consultancy to help assess the initial requirements of the Customer and determine our ability to provide a successful solution.

Assessment Stage

The Assessment Stage will be to ensure that deliverables are clear with specific project brief and a baseline plan

Design Stage

The Design Stage delivers a clear Scope of Works Documents containing a High and Low Level design documents, approach to implementation and success criteria for the delivery.

Delivery Stage

The Delivery Stage offers technical consultancy for implementation and project management service, which delivers the agreed milestones according to the specific project plan including:

- Project Initiation,
- Off-boarding of Legacy Services,
- Service On-boarding,
- Service Migration,
- Service Integration,
- User and Operational Acceptance
- Service Commissioning

Rate Card

Standard Day Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	350	350	350	350	350	350
2. Assist	450	450	450	450	450	450
3. Apply	550	550	550	550	550	550
4. Enable	650	650	650	650	650	650
5. Ensure/Advise	750	750	750	750	750	750
6. Initiate/Influence	850	850	850	850	850	850
7. Set Strategy/Inspire	950	950	950	950	950	950

Consultancy Standards

- **Working Day:** 7.5 hours exclusive of travel and lunch.
- **Working Week:** Monday to Friday excluding bank holidays
- **Office Hours:** 09:00 – 17:00 Monday to Friday
- **Travel and Subsistence:** Included in day rate
- **Professional Indemnity:** Included in day rate.