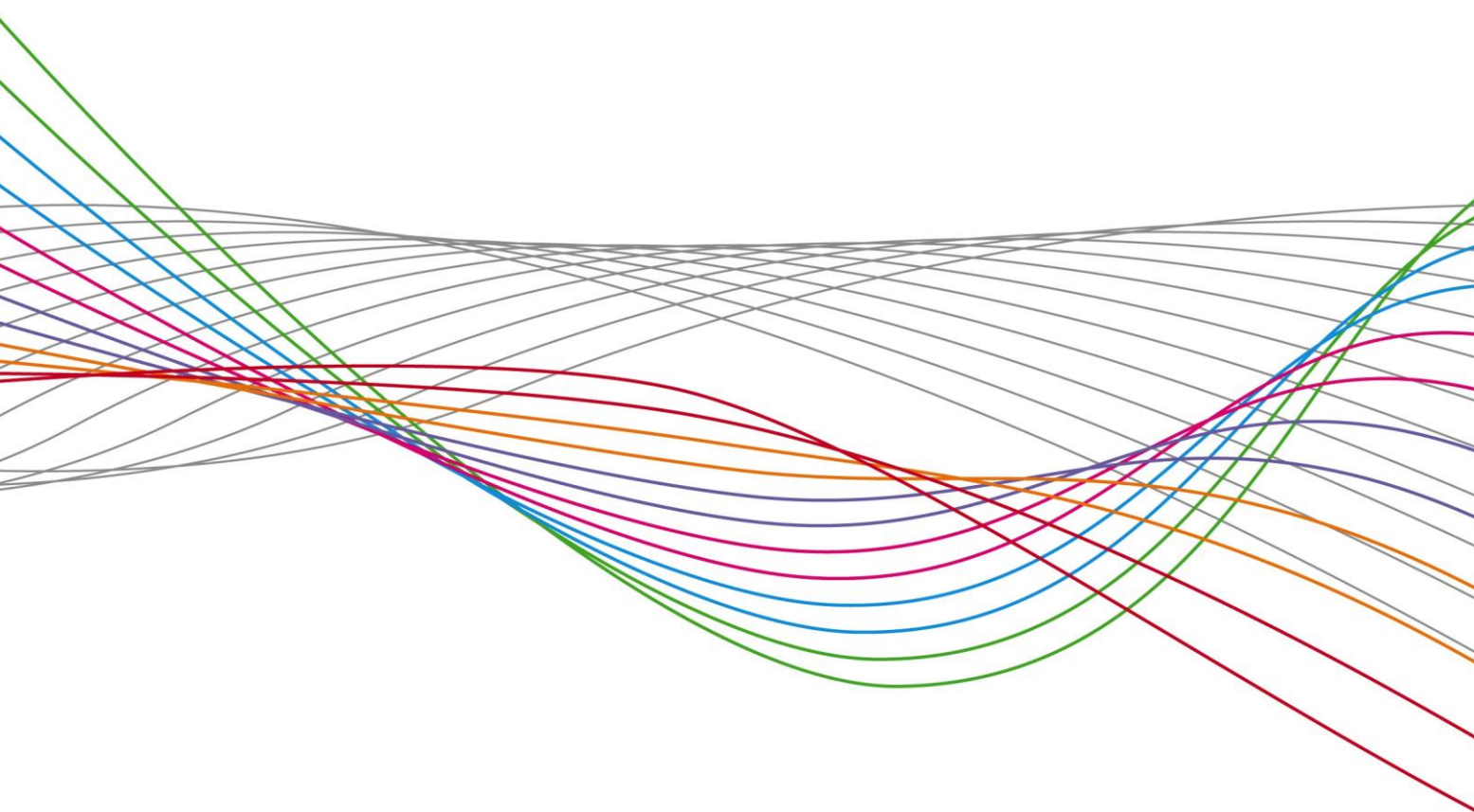# Pricing Document

Secure Intranet as a Service

PaaS

G-Cloud 8

Pricing Document

Pricing Overview

Secure Intranet as a Service includes a fixed price component for the base platform, software licence and base support, plus a commodity based element that is individually scaled for customers.

As part of capacity planning, CDS will recommend how best to orchestrate your solution to best match your consumption profile. By turning services off when not needed we can achieve maximum cost savings and value for money.

In addition, we have the ability to scale resources up or down based on new or changing requirements. You are not constrained to the resources identified in a design phase.

Our transparent pricing enables you to clearly understand all the components of your solution and assess the value it offers you.

Fixed On-off Cost	Fixed Monthly Cost	Variable Monthly Cost
Includes: Secure Intranet as a service secure environment 1 x Dedicated Front end VM and CMS licence Intranet template (vanilla) Content management system Configured for access	Software support Platform support Standard service management package including ITIL service desk Mon-Fri 9-5	Your solution can be configured and scaled to your exact needs. See overleaf for options. Example based on single power VM with 50gb Tier 1 storage, 14 day snapshot back-up, 25Gb outbound PSN traffic
£40,000	£6,500 (per month)	£300 (per month)

Calculating your variable solution price using Compute as a Service (PaaS)

You can build your dedicated intranet environment from Skyscape's array of options (see Lot 2 PaaS - CDS Compute as a Service). A CDS sales consultant will help you determine the best options for your needs. Please note that additional servers will require additional CMS server licences to be added to the package (one is included).

Follow these easy steps to define your solution and calculate the price:

1. Choose the security domain you need your workload to utilise: the internet connected Assured OFFICIAL or the community facing Elevated OFFICIAL.

2. Choose the workload type and VM size that best suits your application, for example, a medium VM of the Power type.

3. **[Optional]** Choose any additional storage that you require to support your application. You can add as many storage options as you need for the different aspects of your application, for example, Tier 1 for the high I/O database application and Tier 2 to store everyday data.

4. **[Optional]** Choose the application and data protection that you require for your solution.

You can choose only one protection option to cover both VMs and storage. For example, if you choose Journaling protection for your VMs, you cannot then choose 14 days snapshots for your storage; Journaling protection will apply to both.

5. **[Optional]** Choose your OS licensing, such as Windows or Red Hat Enterprise Linux.

6. Add up the options you've chosen:

   - VM total/hour = VM + Protection Cost + Licensing

   - Storage GB/month = Storage + Protection Cost

7. To understand your likely monthly cost:

   - VM = VM total/hour multiplied by hours in operation

   - Storage = Storage cost multiplied by GB allocated

8. Add CDS Enablement Services

   Commensurate to the scale and complexity of your chosen solution

1 — VM (per hour)

	Essential	Power	Priority
Micro[1]	£0.01	£0.02	TBC
Tiny	£0.03	£0.09	TBC
Small	£0.04	£0.12	TBC
Medium	£0.06	£0.22	TBC
Medium High Memory	£0.14	£0.35	TBC
Large	£0.18	£0.45	TBC
Large High Memory	£0.35	£0.75	TBC
Tier 1 Apps Small	£0.50	£1.05	TBC
Tier 1 Apps Medium	£0.70	£1.39	TBC
Tier 1 Apps Large	£0.95	£1.85	TBC

+

3 — Protection [2]

14 day Snapshot	28 day Snapshot	Journaling	Synchronous [3]
£0.02	£0.02		£0.22
£0.04	£0.04		£0.18
£0.06	£0.06		£0.20
£0.08	£0.08	£0.10	£0.19
£0.08	£0.08		£0.30
£0.18	£0.18		£0.40
£0.25	£0.25		£0.80
£0.35	£0.35	£0.20	£1.05
£0.41	£0.41		£1.26
£0.70	£0.70		£1.90

+

4 — Licensing

Red Hat Enterprise Linux	Microsoft Windows Server OS (GSPLA)
£0.04	£0.007
£0.04	£0.007
£0.04	£0.013
£0.04	£0.026
£0.04	£0.026
£0.09	£0.076
£0.09	£0.076
£0.09	£0.076
£0.09	£0.076
£0.09	£0.076

2 — Storage (per GB/per month)

Tier 1	£0.25
Tier 2	£0.10
Geo-Resilient [3]	£1.10

+

3 — Protection

£0.20	£0.30	£0.60	NA
£0.10	£0.20	£0.30	NA
Included	NA	NA	Included

[1] Micro VM's only have 10GB of Tier 2 storage included in the pricing.

[2] You can choose only one protection option to cover both VMs and storage.

[3] Geo-resilient storage and synchronous protection must be purchased together.

You can find full worked examples in our pricing guide.

Enterprise Compute Cloud includes as standard:

- Virtual Firewalls
- VMware HA (High Availability) protection
- Basic Load Balancing
- Persistent Storage
- Free DDoS protected internet
- Personalised support via customer success managers, technical account managers and a telephone support desk

To model a total cost of ownership, you may also want to consider additional elements such as connectivity and service options such as cloud enablement and cross domain services.

Pricing

Assured OFFICIAL domain

	VM (per hour)				Protection[2]				Licensing	
	Essential	Power	Priority		14 day Snapshot	28 day Snapshot	Journaling	Synchronous [3]	Red Hat Enterprise Linux	Microsoft Windows Server OS (GSPLA)
Micro[1]	£0.01	£0.02	TBC	+	£0.02	£0.02	£0.10	£0.22	£0.04	£0.007
Tiny	£0.03	£0.09	TBC		£0.04	£0.04		£0.18	£0.04	£0.007
Small	£0.04	£0.12	TBC		£0.06	£0.06		£0.20	£0.04	£0.013
Medium	£0.06	£0.22	TBC		£0.08	£0.08		£0.19	£0.04	£0.026
Medium High Memory	£0.14	£0.35	TBC		£0.08	£0.08		£0.30	£0.04	£0.026
Large	£0.18	£0.45	TBC		£0.18	£0.18		£0.40	£0.09	£0.076
Large High Memory	£0.35	£0.75	TBC		£0.25	£0.25		£0.80	£0.09	£0.076
Tier 1 Apps Small	£0.50	£1.05	TBC		£0.35	£0.35	£0.20	£1.05	£0.09	£0.076
Tier 1 Apps Medium	£0.70	£1.39	TBC		£0.41	£0.41		£1.26	£0.09	£0.076
Tier 1 Apps Large	£0.95	£1.85	TBC		£0.70	£0.70		£1.90	£0.09	£0.076

Storage (per GB/per month)			Protection			
Tier 1	£0.25	+	£0.20	£0.30	£0.60	NA
Tier 2	£0.10		£0.10	£0.20	£0.30	NA
Geo-Resilient [3]	£1.10		Included	NA	NA	Included

Elevated OFFICIAL domain

	VM (per hour)				Protection[2]				Licensing	
	Essential	Power	Priority		14 day Snapshot	28 day snapshot	Journaling	Synchronous [3]	Red Hat Enterprise Linux	Microsoft Windows Server OS (GSPLA)
Micro[1]	£0.02	£0.04	TBC	+	£0.02	£0.02	£0.10	£0.28	£0.04	£0.007
Tiny	£0.05	£0.12	TBC		£0.07	£0.07		£0.31	£0.04	£0.007
Small	£0.06	£0.15	TBC		£0.12	£0.12		£0.36	£0.04	£0.013
Medium	£0.10	£0.26	TBC		£0.19	£0.19		£0.41	£0.04	£0.026
Medium High Memory	£0.18	£0.40	TBC		£0.25	£0.25		£0.65	£0.04	£0.026
Large	£0.22	£0.55	TBC		£0.35	£0.35		£0.85	£0.09	£0.076
Large High Memory	£0.35	£0.90	TBC		£0.60	£0.60		£1.40	£0.09	£0.076
Tier 1 Apps Small	£0.60	£1.20	TBC		£0.85	£0.85	£0.20	£1.90	£0.09	£0.076
Tier 1 Apps Medium	£0.80	£1.55	TBC		£1.05	£1.05		£2.40	£0.09	£0.076
Tier 1 Apps Large	£1.10	£2.20	TBC		£1.55	£1.55		£3.50	£0.09	£0.076

Storage (Per GB/Per Month)		Protection			
Tier 1	£0.25	£0.20	£0.30	£0.60	NA
Tier 2	£0.10	£0.10	£0.20	£0.30	NA
Geo-Resilient[3]	£1.10	Included	NA	NA	Included

+

[1] Micro VM's only have 10GB of Tier 2 storage included in the pricing.

[2] You can choose only one protection option to cover both VMs and storage.

[3] Geo-resilient storage and synchronous protection must be purchased together.

Licensing

The standard terms and conditions from Microsoft state that if you want to run a Windows Server operating system in the cloud, you must license it via the Government Service Provider Licence Agreement (G-SPLA). Microsoft Developer Network (MSDN) and Windows desktop operating system licences are generally not permitted by Microsoft's terms and conditions.

If you're licensing Microsoft Windows Server OS, Microsoft SQL Server or Red Hat Enterprise Linux, licensing charges apply. See the pricing guide for details.

Connectivity options

Skyscape provides one of the best connected cloud platforms for the UK public sector. We offer a range of flexible connectivity options that enables you to make your cloud solution accessible to virtually any community of government users and systems. The following diagram depicts the variety of government, public and private networks that you can us

Connection type	DDoS protected internet	PSN Assured	PSN Protected	N3	JANET	Hybrid Connect	RLI
Starter pack price (per month)	FREE	FREE	£250	£250	FREE	N/A	N/A
Subsequent price (per GB outbound)	FREE	£0.25	£1.00	£1.00	FREE	N/A	N/A
Administration fee	N/A	N/A	N/A	N/A	N/A	£2,000	£2,000

PSN Assured: General purpose unencrypted Public Services Network. Connected to most central, local and devolved government organisations.
N3: NHS National Network. Connected to all health and social care organisations nationwide.
JANET: UK's research and education network. Connected to all education organisations and research councils.

PSN Protected: Encrypted higher security Public Services Network. Connected to legacy IL3 networks including GSI, PNN, CJX, GSE, GSX and others.
Hybrid Connect: Supports a variety of flexible private connectivity options. Enables connection to Crown Hosting (CHDC) and other 3rd party facilities.
RLI: High security network for defence and industry partners. Connection is subject to extensive vetting and approval from the MoD.

Service Options

The process of delivering your solution from a cloud environment is likely to be a complex affair. To help you meet your goals, Skyscape provides a selection of tools and services designed to optimise the delivery of applications on the Skyscape cloud. You can find pricing for all service options in the pricing guide.

Connectivity Services

Cloud access service: Host devices such as Hardware Security Modules (HSM), CPA Foundation-Grade security gateways and WAN acceleration devices to enhance the security and performance of your cloud solution.

Skyscape's data centre interconnect: Enable self-designed and managed disaster recovery solutions, or increase connectivity resilience, by using our assured connections between Skyscape's data centres.

Global Load Balancing: Provide application resilience by directing internet traffic across multiple end-points

Skyscape subcontracts this service to Neustar, global leaders in network and security services.

This service requires a 12-month minimum term commitment.

Application-tuned DDoS protection: Enhance your resilience to DDoS attacks by complementing Skyscape's platform-level DDoS protection with a domain-based service that can be more finely tuned to the profile of specific applications and workloads.

Skyscape subcontracts this service to Neustar, global leaders in network and security services.

This service requires a 12-month minimum term commitment.

Enabling Services

Data Transfer and Mass Transfer Facilities: Skyscape's data transfer facilities help you to move large data sets into or out of the Skyscape cloud that would take a long time over remote links.

You can do this by visiting our site, or through a remote data upload facility delivered by Skyscape on your behalf.

Support for performance testing and security testing of customers' solutions: Skyscape can provide support to enable you to check the performance, security and resilience of your platform.

This could include disaster recovery failover tests, IT security health checks or vulnerability assessments.

Bespoke Computing

Dedicated Compute: Utilise defined resources on dedicated physical hosts, enabling you to:

- License applications that require dedicated physical hardware such as Oracle or Windows Desktop

- Deploy custom VM sizes using the resources available in the resource pool

- Choose the resource contention between VMs to enable greater flexibility between VM capacity and performance.

Limited support for shared disk configurations: We recommend that you implement application architectures that avoid the use of shared disks, which are a single-point-of-failure and limit many of the benefits of cloud platforms.

If you have applications or designs that need a shared disk configuration, we can provide a limited service to meet this requirement.

Security Services

Cross Domain Security Zone: If you are looking to develop solutions that span both Skyscape platforms (Assured OFFICIAL and Elevated OFFICIAL), there are two service options:

- **Skyscape managed.** We provide a secure, scalable managed Cross Domain Guard that supports structured and inspectable HTTP-based data flows. This provides an immediately available multi-tenant Cross Domain Guard to support simple use cases.

- **Self-managed.** We provide self-service access to the Cross Domain Security Zone so that you can create your own cross-domain solution using technology and application services of your choice. We provide an assurance wrap by managing firewalls between the security zones and ensuring that you use appropriate risk management to understand and mitigate identified risks.

Secure Remote Access (SRA): If you are not connected directly to the PSN-P but you want to manage solutions on the Elevated OFFICIAL platform (or if you have remote workers), Skyscape has introduced SRA to allow encrypted access over the internet.

Discount and purchase schemes

You can choose between four discount or purchase schemes. You can find full details of each scheme in our pricing guide:

Option 1: Commitment discount
Commit to spending a specific minimum amount each month for a minimum of 12 months and you'll receive a discount based on the total spend committed

Option 2: Annual subscription discount
Gain a discount off standard rates by subscribing to pay for VMs for a minimum 12-month period

Option 3: Large-scale High Performance Compute cluster discount
For Tier 1 Apps Large VMs ('Priority' service type, no protection) we can offer a significantly higher discount if you have a persisting requirement for especially large-scale deployments (especially suitable for workloads such as High Performance Compute (HPC) clusters)

Option 4: Cloud Credits
Purchase Cloud Credits upfront and redeem them against Skyscape services over a maximum two-year period, enabling you to effectively commit your CAPEX or budget spend in advance, with monthly usage deducted from the balance until depleted

Appendix

Ordering and invoicing

The service can be ordered via the G-Cloud Framework and must be supported by a valid Purchase Order.

Skyscape will issue invoices as follows:

- At point of order for up-front fees

- Annually in advance for pre-payment fees

- Monthly in arrears for monthly fees

Payment can be made by direct bank transfer (BACS/CHAPS).

On-boarding

Within 4 hours of accepting an order (shorter deployment times are typically achieved and can be prioritised upon request), Skyscape will create the customer's Primary Administrator account and send a Welcome Pack which includes the URL for the Skyscape Customer Portal, and the getting started guide.

The customer's Administrator can set policies, create additional user accounts and allocate roles and privileges for users within their project or organisation. Each user can then simply log on and begin using the service.

Skyscape has created a number of videos, help guides, manuals and FAQs to help train and instruct users so that they are up and running quickly and easily. These are available within the Knowledge Centre that is accessed via the Skyscape Portal.

In addition, you will be assigned a Customer Success Manager (CSM) in order to offer any assistance required during the first 90 days of the service.

Skyscape also has a large ecosystem of partners who can deliver additional services such as training, support and professional services. Skyscape would be pleased to introduce you to the right partner to suit your needs.

Data migration

In many circumstances, Skyscape can help facilitate a bulk migration to the platform using local data import. This is priced on a time-and-materials basis from the Skyscape SFIA rate card.

In many circumstances, Skyscape can also help facilitate a bulk migration to the platform using offline data ingest and extraction — please ask Skyscape for details.

Service management

As a true cloud service aligned to the NIST definition of IaaS, the service is designed to be self-managed via the secure online Skyscape API and Portal which provide common service management functionality and address standard requirements.

At our sole discretion, Skyscape may choose to allocate a Technical Account Manager (TAM) to provide you with an assigned point of contact. The TAM will provide additional assistance with reporting and incident escalation, at all times following Skyscape's ISO 20000-certified ITIL-based process framework.

For organisations that require a managed service, Skyscape has a mature and active partner ecosystem that can provide additional value-add services such as consultancy, training and on-going custom managed services. Skyscape will be pleased to make an introduction on request.

Service constraints

Skyscape will adhere to the following in terms of maintenance windows:

"Planned Maintenance" means any pre-planned maintenance to any of the infrastructure relating to the service. Planned Maintenance activity may result in periods of degradation or loss of availability depending on the nature of the activity required. In such cases, Skyscape shall provide affected customers with at least fourteen (14) days' advance notice of the Planned Maintenance.

If during Planned Maintenance there is a loss of availability outside the scope described in the planned maintenance notification to the service, an SLA event will be triggered. For Essential and Power services this event will count in SLA calculations. For VMs running as a Priority configuration, this time will be excluded from the availability calculation but will be included in monthly service reporting related to the service.

"Emergency Maintenance" means any urgent maintenance required to prevent or mitigate against any event compromising the infrastructure relating to the service. Whenever possible, Skyscape shall: a) provide affected customers with at least six (6) hours' advance notice and b) carry out the emergency maintenance between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday or between the hours of 08:00 and 20:00 (UK local time) on Saturday, Sunday and bank holidays unless there is an identified and demonstrable immediate risk to customer environment(s). Emergency Maintenance may result in periods of degradation or loss of availability depending on the nature of the activity required.

If during Emergency Maintenance there is a loss of availability to the service, an SLA event will be triggered. This time will be excluded from the availability calculation but will be included in monthly service reporting related to the service.

Technical requirements

Customers will require appropriate network connectivity such as internet access or accredited connectivity such as a government secure network to the Skyscape cloud platforms. Connectivity via the internet, a government secure network (PSN, JANET or N3) or private leased line is available but may incur additional charges if the hosting of CPE routers is required — see the pricing section for more details. Where they are required, customers are responsible for procuring and managing appropriate devices or software to meet the requirement for data security over the various forms of connectivity.

Customer responsibilities

The control and management of access and responsibilities for end users including appropriate connectivity, security and accreditation if required. If access is required over Government Secure Networks such as N3, JANET, RLI or PSN (including legacy networks), the customer is responsible for adhering to the Code of Connection.

Management and administration of layers above the hypervisor (OS patching, application performance monitoring, user administration).

As a core benefit of the cloud platform, customers are expected to self-manage the environment including provisioning, stopping/starting virtual machines, AV, patching, etc. If customers license operating systems through Skyscape, they will have access to update repositories.

Customers must be aware of the variable nature of the billing based on usage.

The customer is also responsible for ensuring only appropriate data (for example OFFICIAL) is stored and processed by applications on this environment and that they comply with the Skyscape Security Operating Procedures (SyOps) and other information assurance requirements as specified in Skyscape System Interconnect and Security Policy (SISP) and associated accreditation documentation sets.

Termination

Terms

At the point of termination, all customer data, accounts and access will be permanently deleted, and will not be able to be subsequently recovered or restored.

Costs

There are no termination costs for this service. Customers are responsible for extracting their own data from the platform if required.

Skyscape may make an additional charge for transferring data out of the service.

Off-boarding

Prior to terminating the contract, the customer is able to transfer all their data out of the solution (for example using the Skyscape API to retrieve data).

When the organisation terminates its agreement with Skyscape, Skyscape ensures all of the organisation's data is deleted.