SUNGARD® AVAILABILITY SERVICES™

Sungard Availability Services (UK)

Managed Cloud Services for UK Government OFFICIAL

Assured and Protected Zones

IaaS and PaaS Pricing Guide

for

G-Cloud 9

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1. Cloud Hosting: IAAS and PAAS - Assured and Protected Zones

Minimum commitment term for the service is one month except where stated otherwise. The total usage will be calculated on a month by month basis for the total resource pool utilised in a given month as well as any service request charges.

All prices exclusive of VAT.

1.1. Compute Services

1.1.1. Virtual Machines

These prices are applicable to both IAAS and PAAS services.

VM Type			Test & Dev		Standard (Live)		High Availability (Live)	
VM Size	vCPU	RAM	Assured Zone	Protected Zone	Assured Zone	Protected Zone	Assured Zone	Protected Zone
1v CPU-2GB	1	2	£59.78	£73.00	£97.50	£141.30	£218.39	£316.50
2vCPU-4GB	2	4	£74.09	£87.60	£137.79	£199.70	£263.72	£382.20
2vCPU-8GB	2	8	£95.55	£109.50	£185.65	£269.05	£306.54	£444.25
2vCPU-16GB	2	16	£149.21	£164.25	£236.02	£342.05	£403.28	£590.25
4vCPU-8GB	4	8	£117.01	£131.40	£233.50	£338.40	£349.35	£506.30
4vCPU-16GB	4	16	£224.32	£240.90	£334.24	£484.40	£542.84	£798.30
4vCPU-32GB	4	32	£338.79	£357.70	£565.94	£820.20	£869.20	£1,265.50
4vCPU-64GB	4	64	£560.56	£584	£991.57	£1,437.05	£1,475.64	£2,141.50
8vCPU-16GB	8	16	£260.09	£277.40	£490.38	£710.70	£695.51	£1,053.80
8vCPU-32GB	8	32	£453.25	£474.50	£797.64	£1,156.00	£1,195.56	£1,732.70
8vCPU-48GB	8	48	£624.95	£649.70	£1,104.90	£1,601.30	£1,623.71	£2,353.20
8vCPU-64GB	8	64	£782.33	£810.30	£1,417.19	£2,053.90	£2,082.08	£3,017.50
8vCPU-96GB	8	96	£1,104.26	£1,138.80	£2,031.71	£2,944.50	£2,911.89	£4,346.10

All VMs come with 80GB of storage as standard.

1.1.2. Microsoft Licences – Virtual Machines

These prices are applicable to both IAAS and PAAS services.

MS Windows	**SPLA Per Month Per VM**
Windows Server Standard Core 2 Lic Core Lic x4 (min up to 8 vCPU)	£15
Windows Server Standard Core 2 Lic Core Lic (per additional 2 vCPU)	£4
Microsoft SQL Server Standard Edition	**SPLA Per Month Per VM**
SQL Server Standard Core 2 Lic x2 (min up to 4 vCPU)	£26
SQL Server Standard Core 2 Lic (per additional 2 vCPU)	£13
Microsoft SQL Server Enterprise Edition	**SPLA Per Month Per VM**
SQL Server Enterprise Core 2 Lic x2 (min up to 4 vCPU)	£895
SQL Server Enterprise Core 2 Lic (per additional 2 vCPU)	£448
Remote Desktop Licences	**SPLA Per Month Per VM**
Windows Remote Desktop Services SAL *For use with third party remote access laptop (when more than 2 named users are provisioned per laptop)*	£1.20

1.1.3. Redhat Enterprise Linux Licences - Virtual Machine

These prices are applicable to both IAAS and PAAS services.

Redhat Enterprise Linux	**Per Month Per VM**
Red Hat Enterprise Linux Server (4 vCPUs or less)	£36
Red Hat Enterprise Linux Server (5 vCPUs or more)	£79

1.1.4. Managed Physical Hosts

This option is only available with the PAAS services.

Per Server Per Month	Small	Medium	Large	Extra Large
Rack Mount Dedicated Server	£600	£800	£1000	£1200

Minimum Term 12 Months for all Managed Physical Hosts.

1.1.5. Microsoft Licences – Managed Physical Hosts

This option is only available with the PAAS services.

Microsoft Windows	SPLA Per Month Per Socket
Windows Server Standard Edition	£15
Windows Server Datacenter Edition	£101
Microsoft SQL Server	**SPLA Per Core per Month (minimum 4 cores required)**
SQL Server Standard Core 2 Lic x2 (min up to 4 vCPU)	£26
SQL Server Standard Core 2 Lic (per additional 2 vCPU)	£13
SQL Server Enterprise Core 2 Lic x2 (min up to 4 vCPU)	£895
SQL Server Enterprise Core 2 Lic (per additional 2 vCPU)	£448

1.1.6. Redhat Enterprise Linux Licences - Managed Physical Hosts

This option is only available with the PAAS services.

Redhat Enterprise Linux	Version	Per Month
Red Hat Enterprise Linux Server Dedicated (Physical or Virtual)	RHEL 6.x or 7.x	£71

1.1.7. Managed Operating Systems

The following options are only available with the PAAS services.

1.1.7.1. Virtual Machines

Managed OS (Per VM Per Month)	Test & Dev. (Alpha / Beta)	Standard (Live)	High Availability (Live)
1-5 Virtual Machines	£150	£150	£150
6-10 Virtual Machines	£140	£140	£140
11-25 Virtual Machines	£130	£130	£130
>25 Virtual Machine	£120	£120	£120

1.1.7.2. Managed Physical Hosts

Managed OS	Per Host Per Month
1-5 Physical Hosts	£150
6-10 Physical Hosts	£140
11-25 Physical Hosts	£130
>25 Physical Hosts	£120

1.2. Microsoft Runtime Application Services

This service is only available with the PAAS services. The enhanced service level includes added levels of monitoring and includes detailed levels of reporting that is not available with the essential service level option.

Microsoft Runtime Application	Per Month Support Charges	
	Essential	Enhanced
Microsoft Active Directory*	£274	£391
Microsoft IIS Servers	£164	£208
Microsoft SQL Database - Per Instance	£302	£346
Microsoft Exchange	£695	£743

**Excludes user management*

1.3. Storage Services

These prices are applicable to both IAAS and PAAS services.

Storage Tier	All VM Types and Managed Physical Hosts All Zones
	Per GB, Per Month
Tier 0 Standard Storage	£0.70
Tier 0 Standard Storage 10TB+	£0.68
Tier 0 Replicated Storage	£1.20
Tier 0 Replicated Storage 10TB+	£1.15
Tier 2 Standard Storage	£0.25
Tier 2 Standard Storage 100TB+	£0.225
Tier 2 Replicated Storage	£0.48
Tier 2 Replicated Storage 100TB+	£0.46
Tier 3 Standard Storage	£0.22
Tier 3 Standard Storage 100 TB+	£0.205
Tier 3 Storage Replicated Storage	£0.42
Tier 3 Storage Replicated Storage 100TB+	£0.40
Tier 3 Storage Standard Storage 500TB+	£0.05
Tier 3 Storage Replicated Storage 500TB+	£0.10

The per GB unit price is based on consumption. To secure the reduced per GB unit price for higher storage consumption, this must be reserved and will be allocated storage and billed at that rate (irrespective of consumption).

1.4. Managed Backup and Archiving Service

This service offers virtual machine and application backup and is available on the Assured Zone for both IAAS and PAAS services.

Item	Description	Setup Fees	Per Month
Backup Storage On-site	Single site GB backend data stored	N/A	£0.06 per GB
Backup Storage Off-site	High Availability: secondary off-site copy back end data stored	N/A	£0.06 per GB
Backup Service Management	Backup Service Management - Front end data protected	£1,800	£0.18 per GB
File Archive Service*	File Archive Service - Front end data	£1,200	£0.06 per GB
Email Archive Service*	Email Archive per mailbox (includes content discovery)	£1,800	£1.30 per mailbox

**File Archive Service (cannot purchased without Managed Backup storage)*
**Email Archive Service (cannot purchased without Managed Backup storage)*

Example: Managed Backup across 2 sites = £0.12 (2x £0.06) + £0.18 (Service Management) = £0.30 per GB per month

1.5. Network Services

These services are available to both IAAS and PAAS services.

1.5.1. PSN Networks

PSN Network Connectivity	Setup Fees	Price Per Month
PSN Shared connectivity	N/A	£30.00 per site
PSN Private connectivity	N/A	£40.00 per site
PSN 'Assured' Network Bandwidth *(minimum 10Mbps & increments of 5Mbps)*	£600	£10.15 per Mbps per site *(£101 for 10Mbps)*
PSN 'Protected' Network Bandwidth* *(minimum 10Mbps & increments of 5Mbps)*	£600	£17 per Mbps per site *(£169 for 10Mbps)*
PSN Traffic management (Site to Site)	N/A	£75
PSNP Protected (*Subject to minimum 1 or 2-year contract)*	POA	POA
PSNP Assured (*Subject to minimum 1 or 2-year contract)*	POA	POA

**Only available for PSN Protected Zone*

1.5.2. Internet and Intersite Networks

Internet\ Intersite Network Services	Setup Fees	Price Per Month
Sungard AS Intersite connectivity	N/A	£10.15 per Mbps
Internet Access*	£600.00	From £25.00 for 1Mbps
DDoS Mitigation Service*	N/A	From £1,089 for =/> 1 and < 2 Mbps
Block of 16 IP Address (11 usable)	£20	£17
Block of 32 IP Address (27 usable)	£40	£62.50
Block of 64 IP Address (59 usable)	£80	£125
Block of 128 IP Address (123 usable)	£160	£250
Block of 255 IP Address (250 usable)	£320	£417

**Only available for PSN Assured Zone*

1.5.3. Traffic Management

Traffic Management	Type	Per Instance Per Month
Local Load Balancing	Standard	£50
Local Load Balancing	Advanced	£100
Global Load Balancing	Standard	£140
Global Load Balancing	Advanced	£180
Local Switching	Standard	£140

1.5.4. Firewall Service

	Setup Fees	Per Instance Per Month
Firewall context	£250	£140

1.6. Management Tools

These services are available to both IAAS and PAAS services.

1.6.1. Remote Access

Services	Setup Fees	Per Month Per Device (min 12 months)
Remote Access Laptop	£750.00	£250.00

1.6.2. Secure Intelligent Hands

Secure Intelligent Hands Type	Days	Price
Business Hours (Monday-Friday 8am-6pm)	Half Day	£300.00
Out-of-Business Hours (Monday-Friday, Weekends, UK Bank Holidays)	Half Day	£500.00

1.6.3. Secure Direct Data Import and Export Service

Secure Direct Data Import and Export Service and Secure Intelligent Hands	Days	Price
Business Hours (Monday-Friday 8am-6pm)	Half Day	£325.00
Out-of-Business Hours (Monday-Friday, Weekends, UK Bank Holidays)	Half Day	£525.00

1.7. Service Requests

These services are available to both IAAS and PAAS services.

Service Requests	Inclusive per month	Per Service Request
Change Firewall Rule Set (Max 5 Rules per request) per context	N/A	£100
Change Load Balancing Rule Set (Max 5 Rules per request)	N/A	£100
Change Snapshot Frequency\Retention	N/A	£100
Clone Machine\Datastore\VDC	N/A	£100
Rebuild Virtual Machine\Host as Initial Build	N/A	£100
Restore Data to a Machine from a Snapshot	N/A	£100
Restore Machine from a Snapshot	N/A	£100
Backup and Archiving Service (Assured Zone Only)		
Add VM or Application backup	N/A	£100
Remove VM or Application backup	N/A	£50
Add server to archive policy	N/A	£100
Delete Data	N/A	£50
Policy Change	N/A	£100
Adhoc backup	4 requests	£50
Restore data	20 requests	£50
Restore VM or database	N/A	£250
Policy audit and refresh	N/A	£POA

Fair use policy will apply and service requests (those with inclusive service requests) that exceed this will be chargeable as above. Inclusive service requests do not roll over to the next calendar month.

1.8. Customer Asset Protective Monitoring

This provides a protective monitoring service for customer assets – any device, appliance, operating system and application from which security events are collected, monitored and reported on.

This service is available to both IAAS and PAAS services.

1.8.1. Customer Asset Protective Monitoring Appliances

A virtual machine is required to host the protective monitoring software.

Appliance Type	vCPU (2GHz)	RAM (GB)	Standard (Live) per month	High Availability (Live) per month
AIO Main	8	16	£360	£533
AIO Sensor	4	8	£175	£260
USM Server	8	24	£473	£703
USM Logger	8	24	£473	£703
USM Sensor	8	24	£473	£703

1.8.2. Customer Asset Protective Monitoring

To implement and to provide the service, there is a setup fee and a recurring monthly charge.

Protective Monitoring Only - Standard Service "Known list" on a per Customer Service Basis	**Number of Assets**			
Setup Fee	**Up to 20 Assets**	**Up to 40 Assets**	**Up to 60**	**Up to 80**
Single Network	£13,000	£16,900	£22,100	£29,900
Two Networks	£19,500	£25,350	£31,200	£39,000
Three Networks	£26,000	£32,500	£40,300	£48,100
Four Networks	£32,500	£40,300	£49,400	£57,200
Five Networks	£39,000	£48,100	£58,500	£66,300
Monthly Service Fee	**Up to 20 Assets**	**Up to 40 Assets**	**Up to 60**	**Up to 80**
Single Network	£2,167	£3,033	A£3,683	£4,117
Additional USM 75	£650	£650	£650	£650

A Unified Security Manager (USM) is needed per separate network even if it belongs to the same environment. An environment spread across 2 data centres is 2 networks and therefore require 2 USMs e.g. Single network plus additional USM75 makes up the service fee.

The service price includes Host Intrusion Detection System (HIDS) and Network Intrusion Detection System (NIDS).

1.9. Committed Discounting

Discounts are available for annual (12-month period) spend.

Annual Spend	Discount Percentage (%)
<£80k	0%
£80k-249k	5%
£249k-£500k	9%
£500k-£749k	13%
£749k-£1.49m	16%
£1.5m+	19%

The following services are excluded from this discount structure:

- *PSNP Protected;*
- *PSNP Assured;*
- *Customer asset protective monitoring service;*
- *Consultancy services*

2. Further Information

Please contact:

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0800 143 413 (Monday-Friday, Business Hours Only)