

CONFIDENTIAL

# INFRASTRUCTURE AS A SERVICE SERVICE DEFINITION DOCUMENT

G-Cloud Edition – August 2016  
For further details please contact:  
[tenders@redcentricplc.com](mailto:tenders@redcentricplc.com)  
08000 501 700



**redcentric**  
business technology. managed.

# PRICING

## SOLUTION PRICING

Redcentric utilise flexible charging for IaaS to enable the customer to scale up and down on their use of the service. This operates on a monthly in arrears basis allowing Redcentric measure for the service use and then charge the customer.

Redcentric charge for service activation to cover:

- Professional services provided to assist with customer on-boarding
- Capital expenditure incurred by Redcentric, to build customer dedicated platforms, on behalf of the customer.

## SERVICE ACTIVATION CHARGE

Service Element	Details	Charge
Shared IaaS	Redcentric will provide the customer with access to the IaaS platform to provision virtual machines	Included in the monthly service charge
Dedicated IaaS	Redcentric will design, build, install and test the customer dedicated platform. The hypervisor hosts quantity and configuration will be agreed with the customer	Charge specific to the quantity and configuration of hosts and storage platforms deployed
Dedicated IaaS	Charge for Redcentric to assure the environment to Official level	£15,000
Dedicated IaaS primary storage	Charge to design, build, install and test a storage platform dedicated to the customer. The storage platform quantity and configuration will be agreed with the customer	Charge specific to the quantity and configuration of storage deployed
Hosted physical servers	Redcentric will design, build, install and test the server. The server quantity and configuration will be agreed with the customer	Charge specific to the quantity and configuration of hosts deployed
Managed server service	Redcentric will deploy the server, record the configuration and setup monitoring.	£200 per server (Windows and RHEL) £200 per server (Security hardening)
Managed backup service	Redcentric will install the agent software and plug-ins on all source servers, provide training for customer admin staff and enable the off-siting of backup data	£1,500 for service setup Agent plugins included in the monthly service charge
Software licensing	Redcentric will make the licence from its service provider agreements	Included in the monthly service charge
Storage replication and snapshots	Redcentric will configure replication and snapshots for agreed servers and schedules	Included in the monthly service charge
Disaster recovery service	Redcentric will design, build, install and test the disaster recovery service, including shared or dedicated IaaS resource for recovery	Charge specific to the quantity and configuration of hosts deployed

# PRICING

Service Element	Details	Charge
Network appliance service	Redcentric will design, build, install and test the network appliances	£1,500 Cisco ASA-5515X pair £1,500 Juniper SRX-220 pair £1,500 Cisco ASA-5525X pair £1,500 Citrix NetScaler hardware pair £5,600 IDS on Cisco ASA For Citrix NetScaler software pair, included in the monthly service charge
Network connectivity services	N/A	Refer to separate Redcentric G-Cloud service definition
Managed database service	N/A	Refer to separate Redcentric G-Cloud service definition
Managed desktop service	N/A	Refer to separate Redcentric G-Cloud service definition

## STANDARD DELIVERABLES (NO ADDITIONAL CHARGES)

Redcentric provide inclusive professional services within the delivery of IaaS, covering:

- Presales consultation for Redcentric services
- Completion of all supporting documentation (schematics and schedules)
- Provision of services as per the supporting documentation

## ADDITIONAL CHARGEABLE SERVICES

Redcentric provide additional chargeable professional services to cover:

- Creation of customer specific server templates
- Conversion and import of customer servers into the service
- Excess engineer time (incurred through additional onsite works required, customer delays or lack of site readiness)
- Specialist disaster recovery / business continuity planning and implementation
- Business and technical strategy planning
- Out of business hours installations
- Failed appointments
- Follow up technical consultations such as redesign workshops
- Specialist post implementation design work – for example full migration planning, documentation and implementation

# PRICING

Service Element	Details	Charge
Professional Services	Technical Consultancy – Onsite – UK Only	£1,000 / day
	Technical Consultancy – Offsite	£750 / day
	Technical Consultancy – Onsite – UK Only (evening/night)	£1,500 / day
	Technical Consultancy – Offsite - (evening/night)	£1,000 / day
	Technical Consultancy – Offsite – Rest of World	£1,200 / day + expenses
	Technical Project Management – Onsite	£1,000 / day
	Technical Project Management – Offsite	£750 / day
Delivery & Installation	Engineer excess hours charges (per hour)	TBC / hour
	Engineer out of hours surcharge	TBC / hour
	Failed engineer appointment	TBC / visit

## ONGOING MONTHLY SERVICE CHARGE

The following table details the chargeable elements associated with the ongoing use of the IaaS.

## IAAS MONTHLY SERVICE CHARGE

Service Element	Details	Monthly Charge
Share IaaS / Resource unit	The variable charge based on the CPU and RAM resources allocated to powered-on servers in any given month	£10.00
Dedicated IaaS / Resource unit or host	Customers can choose either variable charges for dedicated IaaS based on resource units, or a fixed charge for the number of IaaS hosts deployed. Subject to a minimum order of 500 resource units or 4 hosts.	£20.00 per resource unit. £2,500.00 per host
Primary storage / Archive tier GB	The variable charge based on the peak amount of archive storage allocated in any given month	£0.15
Primary storage / Standard tier GB	The variable charge based on the peak amount of standard storage allocated in any given month	£0.20
Primary storage / Performance tier GB	The variable charge based on the peak amount of performance storage allocated in any given month	£0.30
Primary storage / High performance tier GB	The variable charge based on the peak amount of high performance storage allocated in any given month	£0.45
Dedicated primary storage	The charge to provide a storage platform of fixed capacity and performance	Charge specific to the quantity and configuration of storage deployed

# PRICING

## IAAS / OPTIONAL MONTHLY SERVICE CHARGES

Service Element	Details	Monthly Charge
Hosted physical servers	The fixed charge for the server hosting and management	Charge specific to the quantity and configuration of hosts deployed
Managed serve service	The per managed server charge for the operating system licence, patching and monitoring	£30 base charge (Windows & RHEL) £40 Windows licence £20 RHEL licence £50 patching £20 monitoring
Managed backup service	The per GB charge for data stored in the vault	£0.25
Software licensing	The charge per user, core or processor to provide a software licence	Charge specific to the licence provided
Disaster recovery / Protected server	The variable charge to protect a virtual server in a second data centre	£40.00 for priority 1 server £30.00 for priority 2 server £25.00 for priority 3 server
Disaster recovery / Shared IaaS resource unit	The variable charge based on the CPU and RAM resources allocated to disaster recovery servers in any given month in an alternate data centre	£5.00
Disaster recovery / Dedicated IaaS resource unit or host	The charge to provide dedicated IaaS disaster recovery platform. Customers can choose either a variable charge based on resource unit or a fixed charge based on the number of IaaS hosts deployed.  Subject to a minimum order of 500 resource units or 4 hosts.	£10.00 per DR resource unit £1,500 per DR host
Replicated storage / Archive tier GB	The variable charge based on the peak amount of archive storage allocated in any given month	£0.15
Replicated storage / Standard tier GB	The variable charge based on the peak amount of standard storage allocated in any given month	£0.20
Replicated storage / Performance tier GB	The variable charge based on the peak amount of performance storage allocated in any given month	£0.30
Replicated storage / High performance tier GB	The variable charge based on the peak amount of high performance storage allocated in any given month	£0.45
Replicated storage / High performance tier GB	The variable charge based on the peak amount of high performance storage allocated in any given month	

# PRICING

Service Element	Details	Monthly Charge
Network appliance service	The fixed charge for provision of the network appliance service.	£595.00 Cisco ASA-5515X pair £595.00 Cisco Juniper SRX-220 pair £1,095.00 Cisco ASA-5525X pair £995.00 Citrix NetScaler hardware pair £703.00 IDS on Cisco ASA £300.00 Citrix NetScaler VPX 10Mb std £600.00 Citrix NetScaler VPX 200Mb std £600.00 Citrix NetScaler VPX 10Mb ent £1,100.00 Citrix NetScaler VPX 200Mb ent
Network connectivity services	N/A	Refer to separate Redcentric G-Cloud service definition
Managed database service	N/A	Refer to separate Redcentric G-Cloud service definition
Managed desktop service	N/A	Refer to separate Redcentric G-Cloud service definition

## IAAS RESOURCE UNITS

IaaS resource units are used to account for the CPU and RAM resource allocated to powered-on servers on within IaaS.

1 IaaS resource unit will be counted per GB of RAM allocated. For example:

- 1 server with 16GB RAM equates to 16 IaaS resource units
- 2 servers with 8GB RAM each equates to 16 IaaS resource units
- 8 servers with 2GB RAM each equates to 16 IaaS resource units

The following table details the IaaS resource units counted for the various CPUs allocated per server.

Total CPUs allocated to a server	Additional IaaS resource units allocated
1	0
2	2
4	5
6	10
8	20

# PRICING

The following table details the IaaS resource units counted for the various CPUs allocated per server.

Server description	IaaS resource units for CPU	IaaS resource units for RAM	IaaS resource units total
Test application server with:	0		
1 CPU and 1GB RAM	0	1	1
Windows Active Directory domain controller with:	5		
2 CPUs and 4GB RAM	2	4	6
Exchange 2010 mail database server with:	20		
4 CPUs and 16GB RAM	5	16	21
SQL 2008 database server with:			
8 CPUs and 32GB RAM	20	32	52

## DISCOUNTS

Should the total monthly charge exceed £50,000 the discount available is 5%.

Should the total monthly charge exceed £100,000 the discount available is 10%.

Any reduced charges under this Service Level Agreement will be confirmed by credit note issued by Redcentric to our customers,

## EXAMPLE 1 – SMALL DEPLOYMENT

The following example highlights a small customer IaaS deployment, consisting of:

- 4 virtual servers on shared IaaS with a combined total of 80 IaaS resource units
- The 4 servers consume primary storage from tier of 50GB standard, 1000GB performance and 500GB high performance
- The 4 servers are deployed with no server management, but do utilise 1500GB of managed backup
- The servers are housed by a Cisco ASA5515X firewall pair

The charge for this service would be:

Element	Qty	Total Service Activation	Total Monthly Service Charge
Shared IaaS resource units	80	£0.00	£800.00
Standard storage	50	£0.00	£10.00
Performance storage	1000	£0.00	£300.00
High performance storage	500	£0.00	£225.00
Managed backup service	1500	£1,500.00	£375.00
Managed firewall pair	1	£1,500.00	£595.00
<b>Totals</b>		<b>£3,000.00</b>	<b>£2,305.00</b>

# PRICING

## EXAMPLE 2 – LARGE DEPLOYMENT

The following example highlights a large customer IaaS deployment, consisting of:

- 5 Dedicated IaaS hosts in the primary data centre for production use
- 5 Dedicated IaaS disaster recovery hosts in the secondary data centre for production recovery
- 7 Dedicated IaaS hosts in the secondary data centre for development & test purposes
- Dedicated IaaS environment in both data centres assured to Official level
- 50TB Performance storage in the primary data centre
- 10TB High performance storage in the primary data centre
- 50TB Replicated performance storage in the secondary data centre
- 10TB Replicated high performance storage in the secondary data centre
- 50TB standard storage in the secondary data centre
- 150 virtual servers deployed, all licensed for Windows and managed by Redcentric with a hardened image
- 50 virtual servers protected for DR, with 20 priority 1 and 30 priority 2
- 5 Cisco ASA5525X firewall appliance pairs
- 2 Juniper SRX-220 firewall appliance pairs
- 2 Citrix NetScaler load balancer hardware appliance pairs
- 5 hosted physical, each of identical configuration of 2 x 16 core CPU, 512GB and 2TB local disk all licensed or Windows and managed by Redcentric with a hardened image

The charge for this service would be:

Element	Qty	Total Service Activation	Total Monthly Service Charge
Dedicated IaaS hosts	12	£12,000.00	£30,000.00
Dedicated IaaS DR hosts	5	£5,000.00	£7,500.00
Dedicated IaaS environment assurance	2	£30,000.00	£0.00
Performance storage	50,000	£0.00	£15,000.00
High performance storage	10,000	£0.00	£4,500.00
Replicated performance storage	50,000	£0.00	£15,000.00
Replicated high performance storage	10,000	£0.00	£4,500.00
Standard storage	50,000	£0.00	£10,000.00
Managed servers (Windows base, patching & monitoring)	155	£62,000.00	£15,500.00
Managed servers (Windows licence)	165	£0.00	£6,600.00
DR protected server tier 1	20	£0.00	£800.00
DR protected server tier 2	30	£0.00	£900.00
Cisco ASA5525X firewall appliance pairs	5	£7,500.00	£5,475.00
Juniper SRX-220 firewall appliance pairs	2	£3,000.00	£1,190.00
Citrix NetScaler load balancer hardware appliance pairs	2	£3,000.00	£1,990.00
Hosted physical servers	5	£3,000.00	£9,250.00
<b>Totals (before scale discount)</b>		<b>£125,500.00</b>	<b>£2,305.00</b>
<b>Totals (with 10% scale discount)</b>		<b>£125,500.00</b>	<b>£115,384.50</b>

## HARROGATE (HEAD OFFICE)

Central House  
Beckwith Knowle  
Harrogate HG3 1UG

## THEALE

2 Commerce Park  
Brunel Road  
Theale  
Reading RG7 4AB

## CAMBRIDGE

Newton House  
Cambridge Business Park  
Cowley Road  
Cambridge CB4 0WZ

## READING

3-5 Worton Drive  
Reading  
RG2 0TG

## LONDON OFFICE

John Stow House  
18 Bevis Marks  
London EC3A 7JB

## LONDON DATA CENTRE

Lifeline House  
80 Clifton Street  
London  
EC2A 4HB

## HYDE

Unit B, SK14 Industrial Park  
Broadway  
Hyde  
SK14 4QF

## INDIA

405-408 & 410-412  
Block II, 4th Floor, White House  
Kundan Bagh, Begumpet  
Hyderabad 500016

**0800 983 2522**

**[sayhello@redcentricplc.com](mailto:sayhello@redcentricplc.com)**

**[www.redcentricplc.com](http://www.redcentricplc.com)**

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