

CONFIDENTIAL

DATABASE AS A SERVICE PRICING DOCUMENT

G-Cloud Edition – August 2016
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redcentric
business technology. managed.

PRICING

SOLUTION PRICING

Service Element	Details	Charge
Datacentre build	Charge for build work within the datacentre to host the DBaaS platform	Charge specific to the quantity and type of equipment required
Platform accreditation	Charge for Redcentric to assure the environment to Official level	£15,000
DBaaS platform	Charge for procurement of Redcentric provided DBaaS platform	Charge specific to the quantity and type of equipment required
Network connectivity services	Charge for Redcentric to provide network connectivity into the DBaaS environments	Refer to separate Redcentric G-Cloud service definition
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		
Managed desktop service	Charge for Redcentric to setup desktop environment	Refer to separate Redcentric G-Cloud service definition
Shared IaaS	Redcentric will provide the customer with access to the IaaS platform to provision virtual machines	Refer to separate Redcentric G-Cloud service definition
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	Refer to separate Redcentric G-Cloud service definition
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 (Oracle)	Charge for Redcentric to provide Oracle software licences	Charge specific to the quantity and configuration of DBaaS hosts deployed
Software licensing (Non-Oracle)	Redcentric will make the licence from its service provider agreements	Included in the monthly service charge
Professional Services	Redcentric to provide professional services to assist with the service activation and customer on-boarding	Refer to separate SFIA rate card

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STANDARD DELIVERABLES (NO ADDITIONAL CHARGES)

Redcentric provide inclusive professional services within the delivery of DBaaS, 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:

- Oracle Consulting Services
- Live Service Team, including:
 - » Service Delivery Manager
 - » Operating System Engineer
 - » Oracle Database Administrator
- DBaaS & support platform service design
- Live Service design
- 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

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

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ONGOING MONTHLY SERVICE CHARGE

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

DBAAS MONTHLY SERVICE CHARGE

The following table details the chargeable elements associated with the ongoing use of the Database as a Service when deployed on Redcentric provided equipment.

Service Element	Details	Monthly Charge
DBaaS (Exadata)	Charge to provide DBaaS from a quarter rack Oracle Exadata (X5-2) Database Machine in either extreme flash or high capacity configuration Includes Oracle database Enterprise Edition licences. Based on database server specification of 256GB memory	£145,000
DBaaS (Exadata)	Charge for additional Oracle Exadata (X5-2) database server. Based on database server specification of 256GB memory Includes Oracle database Enterprise Edition licences	£45,000
DBaaS (Exadata)	Charge for additional Oracle Exadata (X5-2) high capacity storage server	£10,000
DBaaS (Exadata)	Charge for additional Oracle Exadata (X5-2) extreme flash storage server	£12,000
DBaaS (Exadata)	Charge to provide DBaaS from a quarter rack Oracle Exadata (X5-2) Database Machine in either extreme flash or high capacity configuration Provisioned with 60% database CPU turned off, leaving 28 licenced via capacity on demand Includes Oracle database Enterprise Edition licences. Based on database server specification of 256GB memory	£90,000
DBaaS (SuperCluster)	Charge to provide DBaaS from an Oracle SuperCluster (M6-32 or T5-8). Excludes Oracle database software licences	Pricing bespoke to the appliance configuration
DBaaS (DBA)	Charge to provide DBaaS from an Oracle Database Appliance (X5-2). Excludes Oracle database software licence.	Pricing bespoke to the appliance configuration
DBaaS (Commodity)	Charge to provide DBaaS from an X86 commodity platform. Excluded Oracle database software licences	Pricing bespoke to the X86 commodity platform configuration
Live Service Support	Charge for Redcentric to provide DBaaS live service support	Pricing bespoke to the appliance and customer environments
Platform accreditation	Charge for Redcentric to assure the environment to Official level	£15,000 per year

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Where the customer provides the DBaaS platform, be it Oracle Engineered System or commodity, the following charges will apply.

Service Element	Details	Monthly Charge
Hosting and Power	<p>The cabinet 'foot-print' incurs a fixed monthly recurring charge. There is a minimum charge for per cabinet including electricity supply. The electrical current consumption is measured periodically throughout the month and the values stored.</p> <p>At the end of the month, the customer is billed for the minimum committed footprint. Should the current draw or the month's peak current consumption be higher than contracted Redcentric will advise the customer to reduce the draw immediately or alternatively increase the footprint by the equivalent excess draw per rack, i.e. should the customer subscribe to a 16Amp cabinet and uses an excess of 20 Amps then Redcentric will be entitled to charge the customer for two additional cabinets.</p> <p>The charge for power and hosting space may be varied by Redcentric once per year as per the terms and conditions. The charge may increase or decrease depending on the cost of electricity and other power related services purchased by Redcentric.</p> <p>Pricing assumes non-dedicated suite in a BIL0 environment. Private suites for BIL environments up to BIL4 are available upon request.</p>	<p>8Amp rack = £995</p> <p>12Amp rack = £1,150</p> <p>16Amp rack = £1,300</p> <p>24Amp rack = £1,750</p> <p>32Amp rack = £2,200</p>
Oracle Support	Oracle ACS support of the customers Oracle Engineered System	Pricing bespoke to each appliance
Live Service Support	Charge for Redcentric to provide DBaaS live service support	Pricing bespoke to the appliance and customer environments

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DBAAS / OPTIONAL MONTHLY SERVICE CHARGES

Service Element	Details	Monthly Charge
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
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 desktop service	N/A	Refer to separate Redcentric G-Cloud service definition
Software licences (Oracle)	Charge to provide Oracle software licences	Charge specific to the quantity and configuration of DBaaS hosts deployed
Software licence (Non Oracle)	Charge for Redcentric to provide non-Oracle software licences available from its service provider agreements	Charge specific to the quantity and configuration of DBaaS hosts deployed
IaaS Shared	N/A	Refer to separate Redcentric G-Cloud service definition
IaaS Dedicated)	N/A	Refer to separate Redcentric G-Cloud service definition

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%.

EXAMPLE 1 – SMALL DEPLOYMENT

An Oracle Database Appliance deployed by Redcentric with capacity-on-demand used for 16 cores, supports:

- 2 Database servers
- 16 processing cores activated (or 72 available)
- 512GB database memory
- 32TB usable storage (double mirrored configuration)

EXAMPLE 2 – LARGE DEPLOYMENT

An Oracle SuperCluster T5-8 deployed in two IMS data centres with supporting Sun ZFS Storage Appliances and T5-2 Servers. This utilises customer provided Oracle Engineered Systems.

This is charged as:

- Hosting and power to support 4 racks per data centre with a 100 amp power draw per data centre
- Oracle ACS support for the Oracle Engineered Systems
- Network appliances to provide LAN, firewall, load balancing and intrusion/detection services

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