

Managed service renewal

NORTHWIND / RENEWAL 2027 / DRAFT COMMERCIAL TERMS

Review the service commitments before renewing. This proposal keeps scope, price and the acceptance decision together.

Service commitments

Service	Coverage	Monthly fee	Review evidence
Request desk	Business hours	EUR 2,400	Response-time report
Platform care	Weekly review	EUR 1,100	Change and incident log
Recovery exercise	Quarterly	EUR 600	Observed restore record

Term and exclusions

Proposed term: 1 January to 31 December 2027. Fees are illustrative, exclude tax and are subject to an agreed statement of work. Project delivery, emergency cover and third-party licence costs are excluded.

Next actions

- Service owner: confirm coverage hours and escalation contacts.
- Procurement: review the renewal and notice periods.
- Sponsor: record acceptance or request a revised scope.