

EOCARE PRICE LIST

1. EOCARE COMMERCIAL OFFER

The commercial offer is under development in order to establish the best cost model that can allow us to propose our users both Cloud environments (including free tools) and support for a fair price.

Each “on-demand” service will require a specific quotation adapted to the specificities of the training event. However we present below generic simulations of a firm fixed price for training support requests.

1.1 SUPPORT FOR EXTERNAL TRAINING ORGANIZATION

Context: *an entity (company, research institution, university) is requesting EOCARE support to organize a remote sensing training session in their premises for 20 students. They are expecting to get VMs with EO tools installed for all participants, ICT support, and participation of two trainers to ensure the smooth operating of the VM during the session. The duration of the session will be two days. Exercises will be prepared by their own trainers and a training kit (including set of data and tutorials) will be available one week before the training session in order to be uploaded in each VM.*

Table 1 provides price offers depending on the chosen Cloud configuration.

Support to training session organization (20 attendees + 1 trainers – 2 days)	Cloud infrastructure #1 <i>4 cores / 16 G RAM/ 500 Gb storage + tools</i>	Cloud infrastructure #2 <i>8 cores/ 32 G RAM/ 1 Tb storage + tools</i>
ICT resources (euros) / 1 week	800	2000
Service management and remote support during the training session (euros) only	6500	6500
Total price (euros)	7300	8500

Table 1 –Price offers for a generic training support case.

Table 2 provides complementary offers that include a longer availability of the VMs for a total of one month.

Support to training session organization (20 attendees + 1 trainers – 2 days) + one month of service extension (including ict support)	Cloud infrastructure #1 <i>4 cores / 16 G RAM/ 500 Gb storage + tools</i>	Cloud infrastructure #2 <i>8 cores/ 32 G RAM/ 1 Tb storage + tools</i>
ICT resources (euros) / 1 month	2550	6950

Service management and remote support for 1 month (euros)	8900	8900
Total price (euros)	11450	15850

Table 2 – Price offers for a complementary offer including a longer VM availability.

The list of parameters below will mainly affect the quotation for this training service support:

- ✓ Number of attendees and trainers
- ✓ Duration of the training session
- ✓ Cloud infrastructure chosen
- ✓ Duration of VM availability (after the training session)
- ✓ Remote support or on-site support

Table 3 lists activities to be performed to prepare and manage the training session.

Activities before the training
<p>Definition of RUS service support</p> <ul style="list-style-type: none"> - Coordination with the organisers of the training course - Understanding of the training course (topic, planning, number of participants) - Definition of the content of training kit - Specifications of the Virtual Machines to be allocated - <i>Creation and update of the corresponding Training Issue</i>
<p>Preparation of test Virtual Machines</p> <ul style="list-style-type: none"> - Specification of test Virtual Machines - Provision of test Virtual Machines to the trainers to prepare and test their exercises
<p>Preparation of training kit</p> <ul style="list-style-type: none"> - Definition of the content with the organisers - Follow-up of the development - Validation of the final version
<p>Validation of Virtual Machines</p> <ul style="list-style-type: none"> - Checking of the Virtual Machines allocated to the trainers and the participants
<p>Registration management and service opening</p> <ul style="list-style-type: none"> - Creation and management of the participant list - Notification to the participants and follow-up of registrations - <i>Processing of User Training Requests</i> - Organisation of the procurement of Virtual Machines - <i>Creation of ICT Procurement Issues</i> - Collection of Virtual Machines credentials (URL, user id, user password)

- Notification of service opening to the participants and dissemination of Virtual Machines credentials
Activities during the training
Support - Availability on the RUS chat in case of problem notified by the trainers or the participants

Table 3 – Activities scheduled before and during the training event.

1.2 ON-DEMAND FACE-TO-FACE TRAINING SESSIONS

Context: ESA EOP-S requests EOCARE support to organize and contribute to a remote sensing training session in answer to a request from an entitled representative of an ESA Member-State or a State having an agreement with ESA. The event is organised at a venue made available by the State, lasts 2 days and targets 20 students and involves already 1 ESA trainer. The service will provide “turnkey” training: starting from interaction with ESA and the State representative in the definition of the programme, liaising with eventual additional external trainers appointed (and paid) by ESA (e.g., in charge of specific theory), liaising with the local host to ensure technical specifications for the training can be met, interfacing with selected participants to coordinate their assignment to pre-configured VMs. Dedicated ICT support (alike for the external training) will be provided before and during the training, exercises will be prepared and adapted by the service, the developed training kit (including set of data and tutorials) will be loaded on the VMs.

The price offer for support to this specific training session organization (interfacing organisers, adapting materials, one trainer on site for two days, inclusive of one mission in Europe) will amount to 16600 euros. **The total price of the organisation of the face-to-face training session will depend on the ICT option selected. The tables below present the different prices of the service offer depending on the cloud configuration and the duration of the service.**

Training session organization (20 attendees + 1 trainers – 2 days) (including ICT management and support)	Cloud infrastructure #1 4 cores / 16 G RAM/ 500 Gb storage + tools	Cloud infrastructure #2 8 cores/ 32 G RAM/ 1 Tb storage + tools
ICT resources (euros)	800	2000
Service and ICT management and remote support (euros)	6500	6500
Training organization	16600	16600
Total price (euros)	23900	25100

Training session organization (20 attendees + 1 trainers – 2 days) + one month of service extension (including ICT management and support)	Cloud infrastructure #1 4 cores / 16 G RAM/ 500 Gb storage + tools	Cloud infrastructure #2 8 cores/ 32 G RAM/ 1 Tb storage + tools
ICT resources (euros)	2550	6950
Service and ICT management and remote support for 1 month (euros) <i>We estimated the amount of cumulated support hours to be handled by the HelpDesk to 24 hours, for all participants during the additional month.</i>	8900	8900
Training organization	16600	16600
Total price (euros)	28050	32450

Table 4 – Training service financial offers.

The list of parameters below will mainly affect the quotation for this training service support:

- ✓ Missions out of Europe
- ✓ Duration of the training session
- ✓ Presence of a second trainer provided by the service
- ✓ Request to create brand new exercise
- ✓ Requests to support application and selection processes
- ✓ Requests to handle Webinars