

VRP Group 2022 Rate Cards

Commercial governance & rules of engagement

v1.0

Date: 31 Jan 2022

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Managed Services 2022 Rate Card

Managed Services	Resource Base	GBP	EUR	USD
Standard Hourly Rate	Poland / Manila	£70	€70	\$85
Premium Hourly Rate	Poland / Manila	£80	€80	\$100
24/7 Hourly Rate	Poland / Manila	£90	€90	\$110
Standard Hourly Rate	Local (NL)	£120	€120	\$150
Premium Hourly Rate	Local (NL)	£130	€130	\$160
Commercial Parameters	Standard	Premium		
Monthly Rollover Allowance (Max 3 mths)	50%	50%		
Response/Triage Time (in standard EU hours)	6h	3h		
Resolution Time	Best endeavours	Best endeavours		
Additional Monthly Hours Limit (no notice)	50%	75%		
Additional Monthly Hours Limit (2-weeks notice)	100%	Unlimited		
Quarterly Hour Reduction Limit	50%	50%		
Minimum monthly hours	20h	20h		
Contract length	12m	6m		
Overages	Same rate	Same rate		