

# Cloud Migration Service

## G-Cloud 14 Service Pricing

Version 1.0

# 1 Commercial Arrangements

## 1.1 Pricing

The Cloud Migration Service can be provided via two different commercial models: resource based and fixed price.

1) Resource based pricing, purchased on an ad-hoc basis, e.g. x resources for x days:

- Resource-based pricing is defined in the SFIA Rate Card for this service
- The SFIA Rate Card lists the range of day rates applicable to this service
- Please note that the prices quoted on the SFIA Rate Card represent the maximum rate charged for each skill/responsibility level

2) As a fixed price 'work package':

- After assessing the client's requirements, we agree the scope and a package of resources to deliver a specific product or outcome by a specific date
- The fixed price approach is predicated on a level of pace and collaboration that requires client input and engagement. We have set out below the client responsibilities that ensure engagements are successful and support this approach

Typically, clients combine the two approaches, choosing resource based pricing to get started, subsequently moving to fixed price work packages when there is greater clarity on what is needed. With either approach, the client remains, at all times, in control of the engagement and (within reason) can reprioritise and refocus effort immediately, without penalty. This combination results in lower costs, greater value and better outcomes for the clients.

Discounts may apply where the volume or work combination is appropriate but will be subject to negotiation and agreement during the purchasing stage. Full payment terms and milestones will be defined and agreed in the Statement of Work (SoW).

## 1.2 Ordering Process

The service is provided on a project or ad-hoc basis. We work with customers during a presales stage to understand requirements, in particular the outcomes and business benefit realisation sought. We then guide clients on the services they need. This is confirmed in detail by a mutually agreed Statement of Work (SoW). The customer is required to accept and sign the SoW, with a defined invoice schedule and then raise an associated Purchase Order for the service. Once received, we will then promptly mobilise for the engagement and agree a project start-up meeting with the sponsor and relevant stakeholders where the project will start in earnest.

## 1.3 Change Management

The scope of any Cloud Migration Service engagement is defined by the Service Definition, and an associated client specific Statement of Work (SoW). Any client requests for changes to the SoW should be made in writing and include specific detail

of the requested changes. Leading Resolutions will then carry out an impact assessment and advise the client of the cost and schedule implications of the requested changes and any other necessary details to allow both parties to make an informed decision as to whether they will proceed with the requested changes. Any changes agreed will be communicated in writing, prior to commencing work.

#### 1.4 Customer Responsibilities

To ensure clients achieve maximum value and return on their investment, our engagement approach has been developed on the basis of:

- Timely access to, and engagement of, senior stakeholders and decision makers
- Access to, and engagement of, lead architects and technical design authorities for input on existing solutions and services, and contribution to the requirements specification work
- Access to accurate, up to date, detailed resources and artefacts that cover the current service portfolio including suppliers and service level arrangements, current architectures, high-level and low-level designs and operating models
- Appointment of a project lead with authority to sign off the required design, project plans, testing and acceptance criteria, and provide day to day liaison as part of the core team managing risk and issues once migration activity occurs
- A dedicated working space on the client site for the engagement team to work collaboratively with client staff
- The sponsor acting as a strong advocate for the work throughout the engagement to ensure effective participation and buy-in from all parts of the IT organisation