G-Cloud Pricing - Primavera Application Support Services

Revision: 2

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1.0 Pricing

There are two options available for Primavera application support services to be discussed and finalised during negotiations: 'Pay per Call' or an Annual Charge.

1.1 Pay per Call

1.1.1 Cost Breakdown

Support is provided on a 'Pay per Call' basis at the following rates:

Day Rate (exc. VAT)	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow (Support & Admin)			£300	£300	£300	£300
2. Assist (Junior Consultant)	£450	£450	£450	£450	£450	£450
3. Apply (Consultant)	£550	£550	£550	£550	£550	£550
4. Enable (Senior Consultant)	£650	£650	£650	£650	£650	£650
5. Ensure, advise (Managing Consultant)	£950	£800	£800	£800	£800	£800
6. Initiate, influence (Principal Consultant)	£1050	£1050	£1050	£1050	£1050	£1050
7. Set strategy, inspire, mobilise (Director / Partner)	£1250	£1250	£1250	£1250	£1250	£1250

1.1.2 Invoice Timetable

The notes below should be read in conjunction with the cost breakdown.

1. A report of hours used each month will be provided to the Customer in arrears after the last day of the month so a purchase order can be raised.

2. On receipt of the purchase order the Supplier will issue an invoice. All invoices are to be paid in full, and strictly 30 days from date of invoice.

3. All costs above are exclusive of VAT which will be applied at the applicable rate current at the date of invoice.

1.2 Annual Charge

1.2.1 Cost Breakdown

The service fee may be paid quarterly or annually dependant on Customer requirements, but all support options must be paid for in advance.

The following are costs dependent on the number of individual application users. Once negotiated with the Customer, the non-applicable sections will be removed for the final contract.

Services will be reimbursed based upon the following breakdown.

Application Support	1-10 users 0.5 day / month	11-25 users 1 day / month	26-50 users 1.5 days / month	51+ users 3 days / month
One-off set up cost	800	1,500	1,500	1,500
Monthly / Yearly cost	425 / 5,100	850 / 10,200	1,275 / 15,300	2,550 / 30,600

Systems Administration	1-10 users 1.5 days / month	11-50 users 2.5 days / month	51-100 users 4 days / month	101+ users 5 days / month
One-off set up cost	1,000	1,500	2,000	2,500
Monthly / Yearly cost	750 / 9,000	1,250 / 15,000	2,000 / 24,000	2,500 / 30,000

1.2.2 Invoice Timetable

The notes below should be read in conjunction with the cost breakdown.

1. All invoices are to be paid in full, in advance of the Initial Period commencement date or renewal date and strictly 30 days from date of invoice.

2. The Customer can pay the fee on a quarterly or annual basis by agreement with the Supplier. In both cases payment must be received in full before the commencement date of support.

3. All costs above are exclusive of VAT which will be applied at the applicable rate current at the date of invoice.

1.2.3 Rate Card

The table below displays the Supplier SFIA day rates for additional requirements requested by the Customer separate to the support assistance fee.

Day Rate (exc. VAT)	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
8. Follow (Support & Admin)			£300	£300	£300	£300
9. Assist (Junior Consultant)	£450	£450	£450	£450	£450	£450
10. Apply (Consultant)	£550	£550	£550	£550	£550	£550
11. Enable (Senior Consultant)	£650	£650	£650	£650	£650	£650
12. Ensure, advise (Managing Consultant)	£950	£800	£800	£800	£800	£800
13. Initiate, influence (Principal Consultant)	£1050	£1050	£1050	£1050	£1050	£1050
14. Set strategy, inspire, mobilise (Director / Partner)	£1250	£1250	£1250	£1250	£1250	£1250

2.0   Additional G-Cloud Services

2.1   Application Software

We sell licenses for all Oracle Primavera software via G-Cloud. For more details search for our listings under Cloud Software services

2.2   Configure, Integrate, Upgrade and Migrate

HPS provide these services for all Oracle Primavera applications via G-Cloud Cloud Support services. Search our listings for more details.

2.3   Training

We offer a range of on-line and classroom training courses for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

2.4   Application Support

We offer ongoing support for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

3.0   Terms and Conditions

The example General Terms and Conditions document attached to this service offering outlines a typical support agreement. Schedules A-C will be tailored to individual customer requirements.