



G-Cloud 14 Pricing Document –

mhance Consultancy & Support Services

 **Microsoft**
Solutions Partner
Business Applications

 **Microsoft**
Solutions Partner
Modern Work

 **Microsoft**
Solutions Partner
Data & AI
Azure

 **Microsoft**
Solutions Partner
Digital & App Innovation
Azure

 **Microsoft**
Solutions Partner
Infrastructure
Azure



**Crown
Commercial
Service
Supplier**



Microsoft
Solutions Partner

About mhance

mhance is a leading Microsoft partner with more than 20 years' experience specialising in the design, implementation and support of enterprise-wide business systems using innovative Cloud Services including Microsoft Azure, Dynamics 365 Sales & Customer Engagement (CRM), Dynamics 365 Customer Insights – Journeys (Dynamics Marketing), Business Central & GP (ERP Finance), the Power Platform, SharePoint and Microsoft 365/Office 365, as well as a number of complementary third party solutions from the Microsoft Partner ecosystem such as KingswaySoft, Fundraise Up, ClickDimensions, dotdigital, eOne, Solver, Pryme/Progressus, Continia and insightsoftware/Jet Global.

UK-based Implementation and Technical Support Services are provided throughout the UK with Office Hubs in Manchester and Dublin.

mhance has all of the skills and resource in-house to deliver both tactical and large-scale transformation projects which is evidenced through the successful delivery of projects in partnership with the following Public Sector and Not-for-Profit customers:

- Department for Education
- Independent Parliamentary Standards Authority
- Teaching Regulation Agency
- Institute of Public Administration
- Parliamentary and Health Service Ombudsmen
- Local Pensions Partnership
- Information Commissioner's Office
- East Lothian Council
- Falkland Islands Government
- Investors in People
- East Anglian Air Ambulance
- Oxfam International
- Christian Aid
- Blood Cancer UK
- The Children's Society
- Anthony Nolan
- Médecins Sans Frontières
- MIND
- Motor Neurone Disease Association
- Concern Worldwide
- Duke of Edinburgh's International Award
- Muscular Dystrophy
- Educational Development Trust
- The Charity for Civil Servants
- Stroke Association
- Rethink Mental Illness
- Diabetes UK
- Tyne & Wear Passenger Transport Executive (Nexus)



- Woodgreen Pets Charity
- Sense
- Macmillan Cancer Support
- RNIB
- WWF International
- WWF UK
- Dementia UK
- Surfers Against Sewage
- Versus Arthritis
- Medical Aid for Palestinians
- Council for World Mission
- Sustrans
- Cats Protection
- The Royal Agricultural Benevolent Institution
- The London Library
- Action Against Hunger UK
- Bumblebee Conservation Trust
- Law Society of Scotland
- Thames Valley Air Ambulance
- The Brooke Hospital for Animals
- Solent Mind
- The British Association for Supported Employment
- Action Medical Research
- Private Healthcare Information Network
- B2W Group

Professional Services Pricing

- Day rates for Professional Services range from £1,100 to £1,300 per day depending on the quantity purchased.
- Consultancy services are delivered on a 'time and materials' basis
- Standard working day
 - 7.5 hours exclusive of travel and lunch
 - During office hours: 09:00 to 17:30 Monday to Friday
 - During a working week: Monday to Friday excluding public holidays
- Consultancy services required outside of a standard working day are charged as follows:
 - Working week outside office hours: 50% uplift
 - Saturday, Sunday or public holiday: 100% uplift
- Travel and subsistence: All prices are exclusive of reasonably and necessarily incurred expenses
- Mileage: 50p per mile
- VAT: All prices are exclusive of VAT



- Invoicing and payment: Monthly in arrears for the month concerned, due within 30 days
- Cancellation: Cancellation of services with less than five clear working days' notice will be charged at 50% of the cancelled services. Any cancellation with less than one working day's notice will be charged at 100% of the cancelled services

Professional Services Pricing Volume Discount

Volume discounts will be applied to orders of 100 days and above. Volume discounts will be negotiated and agreed prior to the contract start date.

Helpdesk Support

Helpdesk Support pricing is determined by the nature and scope of the solution(s) being supported. This is calculated based on a number of factors, including:

- Number of solution components deployed, including Microsoft technologies and third-party add-ons
- Amount of consultancy time spent on configuration, development and integration
- Number of users
- Nature and complexity of any integrations with external systems
- Any non-standard service level agreement or time coverage requirements (please refer to the Service Definition document for standard SLA and support hours)

The contract term of a Helpdesk Support agreement is typically between one and three years.

Please refer to the mhance website for further information: www.mhance.com

