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Subject

Delt-FEWS Support and Maintenance Services Costs

This document contains a price list of the services provided as part of a support and maintenance contract for the Delt-FEWS software applied for operational flood forecasting systems. The cost for each described service is provided separately which provides the client the possibility to choose to include or leave out some of the additional services listed.

Services

The standard maintenance & support contract includes the following services:

- Access to our helpdesk (included in Professional S&M Service Package).
- 1st Level support: limited support (in total 137 hours for calls in category 1 to 4). Calls by the client will be classified and resolved within time scales associated with the priority of the call (Faults & support handling).
- Annual upgrades of the software (including improvements, new features, bug fixes, etc.).
- Provision of patches to solve urgent bugs in the software (included in Professional S&M Service Package).
- Support with the software upgrade of your Delt-FEWS system.
- Additional support for weekend days (9:00 and 17:00 UK time). This service is optional.
- Maintenance of Test System in Delft. This includes the following tasks (based on exchange of information every quarter):
 - Updating FEWS configuration based on config package delivered by the client
 - Aligning the Delt-FEWS software version and patches
 - Aligning the supporting software version (e.g. OS, Flood Modeller pro, Tomcat, java)
- Management meetings with client (including 3 days of on-site development of one person)

Cost breakdown

The costs specified in the table below cover the period from the 1st of January 2025 until the 31st of December 2025. The total cost for this total package for maintenance and support for the software Delt-FEWS: € 125,485.- per year (excl. VAT).

Cost estimate S&M contract (12 month period)		
Item	Costs (euro)	Degree of confidence
Delft-FEWS Professional S&M Service Package	€ 41,700	very high
Project management (included in service package)	€ 0	very high
Management meetings with Client	€ 9,052	very high
System health check meetings	€ 0	very high
Various costs	€ 0	very high
Additional cost weekend support	€ 25,000	very high
Materials & Documentation	€ 0	very high
Shadow and Test System	€ 13,500	very high
Support with software upgrade (FEWS & Archive)	€ 9,127	very high
Patches (included in service package)	€ 0	very high
Faults & support handling	€ 21,130	medium
Subtotal	€ 119,509	
Contingencies	€ 5,975	(5% of subtotal)
Total	€ 125,485	

Consultancy services and costs for the development of new functionality are calculated using the day rates as specified in the SFIA Rate Card Deltares.

Contract period

The normal contract period for a support and maintenance contract is from January 1 until December 31.