



Crown
Commercial
Service

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Warp Technologies Limited

Pricing Document

G-Cloud 14

Microsoft
Partner

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1 Professional Services Standard Rate Card

Our professional services reflect our accompanying published Skills for the Information Age (SFIA) rate card. Please refer to the SFIA rate card for further information.

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
1. Follow	£675.00	£675.00	£650.00	£450.00	£450.00	£450.00
2. Assist	£725.00	£725.00	£725.00	£575.00	£525.00	£525.00
3. Apply	£850.00	£850.00	£800.00	£650.00	£650.00	£650.00
4. Enable	£925.00	£925.00	£850.00	£775.00	£675.00	£675.00
5. Ensure or advise	£1,045.00	£1,045.00	£925.00	£850.00	£715.00	£715.00
6. Initiate or influence	£1,375.00	£1,375.00	£1,000.00	£925.00	£850.00	£850.00
7. Set strategy or inspire	£2,475.00	£2,475.00	£1,375.00	£1,375.00	£950.00	£950.00

2 Standards for the SFIA Rate Card

- Consultant's Working Day – 7.5 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays and select days in December
- Office Hours - 09:00 – 17:30 Monday to Friday
- Travel and Subsistence – Payable at department's standard T&S rates
- Mileage – Payable at department's standard T&S rates
- Professional Indemnity Insurance – included in day rate
- All rates above exclude VAT

3 Support Services

As a Microsoft Partner, we are proud to offer an exceptional support service. We offer the following as standard:

- ITIL-aligned support desk, with a proactive focus to fully understand both the issue and its business impact before diagnosing a solution
- 1st, 2nd and 3rd line support team, based in the UK
- Guidance provided by telephone, email, or remote screen-sharing
- Dedicated Account Managers, with a scheduled monthly meeting
- Ability to escalate directly to Microsoft's support services where required
- Guidance on the future roadmap of Microsoft products, which can influence upcoming projects

Description	Standard Model
Hours	09:00 – 17:00 support UK time, Monday – Friday (excluding bank holidays)
P1 incident – Critical – Response SLA	1 working hour
P1 incident – Critical – Resolution SLA	4 working hours
P2 incident – Severe – Response SLA	3 working hours
P2 incident – Severe – Resolution SLA	7.5 working hours
P3 incident – Disruptive – Response SLA	4 working hours
P3 incident – Disruptive – Resolution SLA	37.5 working hours
P4 incident – Minor – Response SLA	7.5 working hours
P4 incident – Minor – Resolution SLA	75 working hours
Technical Advice – Response SLA	37.5 working hours
Technical Advice – Resolution SLA	150 working hours
Change Request (RFC)	Dependent on scope

Warp's support service is based upon alignment to our core service model and additional factors specific to a client's deployment. Any charge is determined upon appraisal of client requirements. We recognise that sometimes there may be a requirement for an enhanced level of support – please reach out to us and we'll be pleased to provide a quote for additional services.