G-Cloud 14

Power Platform Services

POWER PLATFORM SERVICES

1. Service pricing

- Services are priced based on requirements
- Service pricing is calculated based on the ITS Rate Card
- Solution implementation and change control activities are carried out by UK and offshore resources. Offshore resources will have no access to Authority data and no data will be accessed from outside the UK.
- Support and Service Management is carried out by UK based resources
- The following services are calculated based on effort required at our Professional Services Rates
  - Consultancy
  - Configuration
  - Change Control
  - Training
- The following services are calculated based on effort required at our Maintenance Rates
  - User Support
  - Service Management
  - Authority specific Continuous Improvement Programme

2. Services

Consultancy and Configuration Services

Consultancy and Configuration services for initial Consultancy, implementation and subsequent change control will be based upon your requirements and complexity of solution. The price will be calculated based on the ITS rate card and in line with our pricing standards below.

Support and Service Management Services

At ITS we pride ourselves on offering flexibility all round, whether it be in your solution or your service. Our Support and Service management options are tailored around your needs and priorities. These are priced as cost effectively as possible to ensure you are not just paying boxed in prices for elements which are not required by you as an organisation.

As a minimum, our Support and Service management includes:-

- ✓ Dedicated Account Managers
- ✓ ITIL v4.0 Service Management
- ✓ ISO 27001 Accredited
- ✓ ISO 9001 Accredited
- ✓ ISO 14001 Accredited

The price for Support and Service management services are based upon your requirements and complexity of solution. The price will be calculated based the ITS rate card and in line with our pricing standards below.

Training

The price for Training will be based upon your requirements and complexity of solution. The price will be calculated based the ITS rate card and in line with our pricing standards below.

3. ITS Rate Card

	Day Rate
Maintenance (Support, Service and Continuous Improvement)	
Compliance and Risk	**£1,770**
Software Support	**£1,770**
Service Management	**£1,770**
Technical	**£1,770**
Professional Services (Consultancy, Configuration and Change Control)	
Business Analysis	**£1,430**
Development	**£1,050**
Project Management	**£1,430**
Solution Architecture	**£1,430**
Testing	**£1,050**

4. Pricing Standards

Standard Working and Support Desk Hours

Monday to Friday – 9.00am – 5.00pm - *Excluding UK Bank and Public Holidays.*

Out of Hours

- Requested and scheduled via Change Control.
- Out of Hours factors:-
  - Working Week
    - 17:00 to 00:00 – Factor 1.5
    - 00:00 to 09:00 – Factor 2
  - Saturday
    - 09:00 to 00:00 – Factor 2
    - 00:00 to 09:00 – Factor 3
  - Sunday/Public Holiday
    - 09:00 to 17:00 – Factor 2
    - 17:00 to 00:00 – Factor 2.5
    - 00:00 to 09:00 – Factor 3

Expenses

- £250/night - overnight stay (London)
- £150/night - overnight stay (outside of London)
- Mileage - £0.45/mile
- Train, airfare, car-parking, car hire – at cost

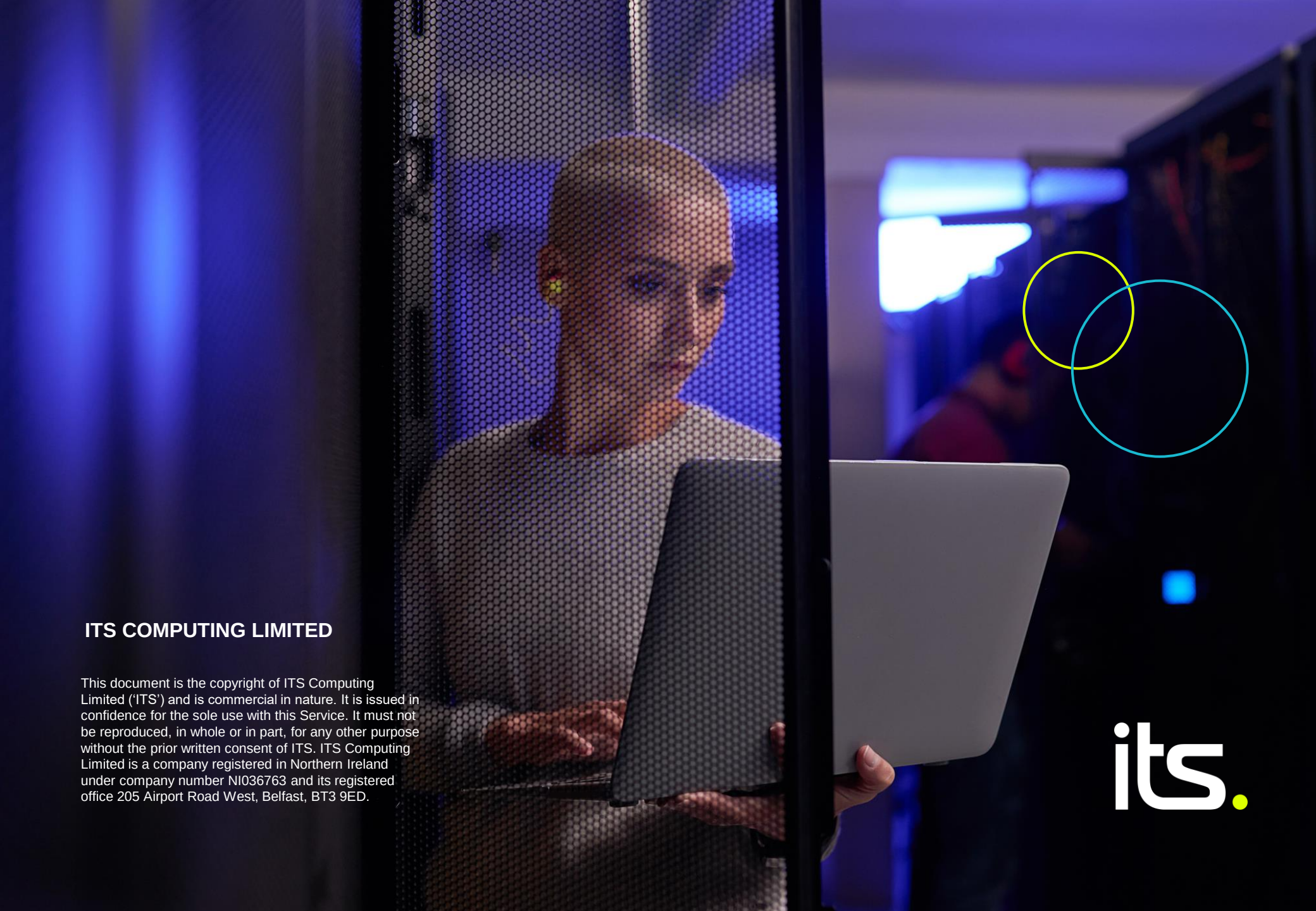
Change Control

Change Control customisations will incur an additional support fee equal to 20% of the total change control price. This will be added to any existing recurring Support and Service Management fees.

5. Customer responsibilities

Customers shall be responsible for providing all agreed information and data to enable ITS to perform its obligations under this Agreement.

In order that ITS can discharge its obligations under this Agreement, customers shall provide ITS with access to appropriate members of staff as may reasonably be required subject to reasonable notice being given by ITS.



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