COMPUTACENTER - USER RESEARCH SERVICES

GCloud 14 – (Lot 3) Cloud Support

May 2024

ENABLING DIGITAL GOVERNMENT

USER RESEARCH SERVICES
PRICING OVERVIEW

Pricing overview, including volume discounts or data extraction costs

In order to ensure the service offered is tailored to our individual client's needs, each of the Computacenter professional services offerings under the GCloud framework begins with a discovery exercise that will allow us to appropriately scope and price required activities in accordance with the agreed SFIA rate card. This initial discovery phase will usually take a minimum of 5 days and be conducted by one of our experienced architects. Depending upon the engagement type and scope of services being investigated.   Once completed, a full scope of works will be prepared and a priced accordingly, in line with the SFIA rate card, which Computacenter can offer on either a Time & Materials, or Fixed Price commercial basis.

Usage Commitments

There are no specific usage commitments

Contract Expiry / Termination

Specifics of this will be agreed on per project basis, but the below applies to standard Computacenter engagements:

There is a minimum of five working days to cancel booked resources without incurring a charge

Within this timescale there is a 100% charge of the daily rate for up to five days following the cancellation date

Any work already conducted since the previous milestone or billing period will be charged in line with the resourcing rate card or milestone charge as per the statement of work

USER RESEARCH SERVICES
ORDERING & INVOICING PROCESSES

Ordering Process

To find out how your organisation can take advantage of Computacenter's services, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com

Please ensure you reference the GCloud 14 Service ID number in all communication.

Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.

GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

https://www.computacenter.com/uk

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Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet.

We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.