

## Lot 3 – Cloud Support Pricing Document

### Resource based pricing:

The service can be delivered on a day rate basis as detailed in the rate cards below:

ONSHORE	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	N/A	595	479	470	607	N/A
2. Assist	814	840	723	650	768	814
3. Apply	932	920	863	795	880	932
4. Enable	1031	1060	1025	900	973	1031
5. Ensure, advise	1143	1400	1149	1035	1038	1143
6. Initiate, influence	1329	1470	1185	1150	1082	1329
7. Set strategy, inspire, mobilise	1751	1630	1516	1360	1751	1751

NEARSHORE	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	N/A	450	459	450	459	N/A
2. Assist	706	772	678	609	706	706
3. Apply	834	872	833	742	834	834
4. Enable	945	998	949	754	887	945
5. Ensure, advise	1110	1348	1056	850	999	1110
6. Initiate, influence	1236	1335	1139	1010	1040	1329
7. Set strategy, inspire, mobilise	1617	1394	1338	1200	1617	1617

OFFSHORE	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	N/A	160	143	140	163	N/A
2. Assist	237	247	203	183	226	226
3. Apply	345	349	321	286	334	334

<b>4. Enable</b>	447	449	386	307	412	412
<b>5. Ensure, advise</b>	566	704	540	435	522	522
<b>6. Initiate, influence</b>	695	858	643	570	695	695
<b>7. Set strategy, inspire, mobilise</b>	959	903	937	840	892	903

Please note that services can be delivered on a fixed price basis, subject to agreement of scope and deliverables, based on the rate card above.

### Managed Services:

Any standard platform or infrastructure services will be provided using the standard published price list. The managed service charge is dependent on the number, size and throughput of the database and other infrastructure servers and is based on an estimate of support hours required per month, calculated using the standard rate card. A full quotation can be provided against exact customer requirements.

### Software License Subscription:

The Microsoft licensing (Dynamics365 CRM and Microsoft 365) and Oracle Cloud Infrastructure pricing will be based on the standard UK Public Sector pricing, subject to vendor approval.

### Termination of Version 1 services:

Where applicable, a standard termination charge of £2,000 covers the closing of the service and the production of a data extract up to 200GB in size in an agreed format. Any additional termination services required will be charged in accordance with the standard rate card.

All prices quoted exclude VAT.