

Arribatec.

G-Cloud 15 Lot 3

Support Desk Pricing Document



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About Arribatec

Our global team includes 350 of the best consultants in the market. As problem solvers, we streamline complex companies, processes and systems, making them as efficient as possible – with lasting results.

With a wide range of backgrounds and expertise, we offer a unique mix of services and products for your business that you won't find elsewhere.

Since the acquisition of Integra Associates in 2022, Arribatec has been able to add decades of experience within the UK to the team, working with clients across a wide range of industry sectors including professional services, universities, financial services, local government, central government and manufacturing. As well as providing services within the UK, we have also supported our clients in Europe, the Middle-East, Africa, Asia and the Americas.

Arribatec provides strategic and operational services including:

- business process analysis and re-engineering;
- product selection and implementation;
- upgrade and improvement projects;
- programme and project management;
- system integration;
- software design and development;
- installation and technical services;
- data cleansing and migration;
- training programme management and execution;
- outsourced and hosted services.

We also provide a range of software, including applications developed by ourselves and by selected partners, many of which are complementary to the Unit4 ERP system.

Our approach is to provide continuity of expertise, and a 'joined-up' service to deliver efficiencies and strategic development and support of your Unit4 ERP system.

Our way of combining people, processes and systems is unique in the market. Our competitive advantage is direct access to expertise and solutions that provide real and long-lasting business value.

Arribatec has gained one new customer per week on average since its establishment and supplies services to 1100+ private and public enterprises in 30 countries. As a result, Arribatec Group has become one of the Nordic region's fastest-growing IT suppliers and is now listed on the Oslo Stock Exchange.

Arribatec UK Ltd is Cyber Essentials and BS7858 accredited, and ISO9001 quality standard accredited.

Cloud Support Prices

Service Desk Rate Card

Service Description	Unit	Quantity	Price (ex VAT)
On-boarding Service	Per Day	1	£900 to £1,275
Application Support –Service desk	Per Hour	1 – 50 (hours per month)	£95 to £125
Application Support –Service desk	Per Hour	50-100 (hours per month)	£85 to £115
Application Support –Service desk	Per Hour	100+ (hours per month)	£75 to £100
Application Consultancy / Development	Per hour		£155 to £220

Value Add Services

Service Description	Fee Rate per Day	Fee Rate per Hour
Project Management	£1165 to £1,650	£155 to £220
Consultancy		
Solution Architect	£1165 to £1,650	£155 to £220
Application Consultant	£900 to £1,275	£120 to £170
Junior Consultant	£600 to £1,050	£70 to £140
Technical Consultant	£1165 to £1,650	£155 to £220
Skills Development		
Needs Analysis / Training Strategy	£1165 to £1,650	£155 to £220
Preparation of Training Materials	£1165 to £1,650	£155 to £220
Delivery of Training Materials	£1165 to £1,650	£155 to £220

With regards to all Services above:

- Application Support is costed as an annual fee and invoiced as a fixed monthly fee and invoiced in advance.
- Where approval has been agreed for a trial period of service – this will be a fixed price service for the total duration, invoiced as a fixed monthly fee and invoiced in advance.
- **All Rates exclude VAT** which will be charged as incurred at the prevailing rate
- **All Rates exclude Expenses** will be charged in addition where services are to be delivered on-site;

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- All visits to site are charged as a full day and 7.5 hours is deemed a full day.
- Arribatec reserves the option to increase any agreed or contracted fee rates annually in January each year by:
 - **Either** 3%;
 - **Or** the annual rate of increase in CPI plus 1%;
 - (CPI = the official Consumer Price Index as issued the preceding October)
 - **Whichever** is the higher;
- **Discounts can be applicable** for large programmes of work
- We will consider engaging in **Fixed Price contracts** on a case by case basis.