

Zoom Virtual Agent (ZVA)

G-Cloud 15 (RM1557.15)

Pricing - ArvatoConnect

Pricing Overview

While we have provided a rate card for our products and services, we are also able to offer commercial models that best suit your business drivers and volume requirements, for example transaction-based pricing aligned to business outcomes.

ZVA - Voice

Annual Commit

Start (mins)	Ending (mins)	Price per minute
1	25,000	0.25
25,001	60,000	0.24
60,001	120,000	0.23
120,001	300,000	0.22
300,001	600,000	0.21
600,001	1,200,000	0.2
1,200,001		0.199

ZVA - Voice

Monthly Commit

Start (mins)	Ending (mins)	Price per minute
1	2,000	0.29
2,001	5,000	0.28
5,001	10,000	0.27
10,001	25,000	0.26
25,001	50,000	0.25
50,001	100,000	0.24
100,000 +		0.23

The customer commits to annual (or monthly) minutes. They will have a predetermined number of minutes that can be consumed within the period. Unused minutes will expire at the end of the period. **The Customer Pre-Pays.** Additional minutes will be charged on an Overage basis (**£0.30 per minute** pay-as-you-go model price). Additional minutes purchased in increments of 5,000 minutes (annually) or 500 minutes (monthly)

Pay-as-you-go rate £0.30 per minute

ZVA - Chat

Monthly Chats		Monthly Cost
From	To	
10,001	20,000	£5,535
20,001	50,000	£7,800
50,001	100,000	£11,070

Chat is classed as a conversation that lasts between 00:00 and 11:59. Any conversations that span 2 days will be charged as 2 chats

Rate Card

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is set out below. The rates set out below are for UK-based resource

	Strategy and architecture	Change & Transformation	Development & Implementation	People & Skills	Delivery & Operation	Relationships & Engagement
1. Follow	£500.00	£300.00	£400.00	£500.00	£500.00	£300.00
2. Assist	£550.00	£325.00	£450.00	£550.00	£550.00	£350.00
3. Apply	£600.00	£350.00	£500.00	£600.00	£600.00	£400.00
4. Enable	£700.00	£450.00	£700.00	£700.00	£700.00	£450.00
5. Ensure, advise	£800.00	£550.00	£900.00	£800.00	£800.00	£550.00
6. Initiate, Influence	£900.00	£650.00	£1,100.00	£900.00	£900.00	£650.00
7. Set Strategy, Inspire, mobilise	£1,000.00	£750.00	£1,500.00	£1,000.00	£1,000.00	£750.00

Notes:

- Consultants are onshore (i.e. UK-based)
- Consultant's Working Day: 8 hours exclusive of travel and lunch
- Working Week: Monday to Friday, excluding UK Public Holidays
- Office Hours: 09:00 – 17:00 Monday to Friday
- Travel and Subsistence: Payable at customer standard T&S rates
- Professional Indemnity Insurance: Included in day rate
- All rates exclude VAT

Terms and Conditions

Full terms and conditions have been attached separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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