



G-Cloud Service Definition - Primavera Application Support Services

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Contents

1.0	Service Overview	1
1.1	Overview	1
1.2	Support Services	1
1.3	Service Desk	2
2.0	Additional G-Cloud Services	3
2.1	Application Software	3
2.2	Configure, Integrate, Upgrade and Migrate	3
2.3	Training	3
2.4	Application Support	3
2.5	Our Solutions and Service Offerings	4
3.0	Who we are and What we do	5
4.0	Pricing	6
4.1	Annual Charge	6
4.2	Rate Card	6
5.0	Terms and Conditions	7

1.0 Service Overview

1.1 Overview

Hyde Park Solutions (HPS) is an Oracle Partner specialised across the full Oracle Primavera suite of software with a large base of certified professionals. We have a proven track record of successfully delivering and supporting technical and business solutions to customers globally.

Our Support Consultants provide both technical and subject matter expertise to G-Cloud customers for the following applications: Unifier, Primavera P6 EPPM and PPM, Aconex and Oracle Primavera Cloud.

HPS support systems and processes follow ITIL best practices ensuring the provision of an organised and efficient service management offering to our customers.

1.2 Support Services

The following services are provided under HPS Support:

- Application Service Management (ASM)
- Application Maintenance Services (AMS)
- Application Development Services (ADS)

1.2.1 Application Service Management

ASM includes all the activities to be provided in order to support, govern and control the Services. These include:

- Monitoring and reporting that support services are delivered according to the Agreement
- Ensuring that all HPS support staff are sufficiently trained regarding the Customer's application environment
- Maintaining the technical documentation for the Customer's application environment, which will be copied to the Customer whenever it is updated
- Ensuring Service Desk activities and related tickets are managed in accordance with the Agreement terms and required SLAs

1.2.2 Application Maintenance Services

AMS includes all activities required to maintain and support application functionality. These typically include the following:

- Incident / Problem management: management of application incidents / problems and functionality issues
- User support and advice requests / queries (excluding formal training sessions)
- Application monitoring and health checks
- Installation of application patches or upgrades

- Raising SRs with Oracle for problems identified as requiring assistance from Oracle in relation to the specified applications

The Supplier can also provide systems administration resources for the application as an additional service. Tasks may include:

- Creating new users and maintaining user access rights within the application
- Managing the application environment
- Adding codes and other tasks to administer the application for the Customer

1.2.3 Application Development Services

ADS typically include activities such as minor changes or enhancements (up to a maximum % of the monthly service fee to be agreed with the Customer). These development activities will be as per the Customer's requirements but may include:

- Application configuration changes or additions
- Minor changes to reports or new report creation

1.3 Service Desk

The use of a standard tool (Freshservice) to manage all customer incident tickets and requests ensures consistency in our approach and allows for fast, effective tracking and reporting of SLAs. Customers raise tickets using a web portal where the SLA times and progress are also displayed for each ticket.

1.3.1 Service Desk Features

The Service Desk includes:

- A single point of contact for the Customer business users.
- Managing incident and service request lifecycle in accordance with agreed procedures until closure of a ticket.
- Access to a dedicated support portal to create support tickets and monitor the progress/status of the incident or service request / query raised.
- All incident and service requests will be prioritised by the Customer as detailed by the SLA's (if applicable)

1.3.2 Service Windows

Standard Support Services are available Mon-Fri between 08.00 GMT/BST and 17:00 GMT/BST (operating times). A standard work week is 40 hours.

Variations to the above Standard Operating Times to suit Customer business requirements may be negotiated during set up of a Support Agreement.

The Customer can request for consultants to be available for providing services outside office hours and during weekends. If work is performed outside of Standard Operating Times, after written consent by the Customer, a surcharge will be chargeable as per the Support Agreement terms.

1.3.3 Support Ticket Processes and SLAs

Schedule B of the Terms and Conditions document for this service offering provides further details on the support processes and customer SLAs.

2.0 Additional G-Cloud Services

2.1 Application Software

We sell licenses for all Oracle Primavera software via G-Cloud. For more details search for our listings under Cloud Software as a Service.

2.2 Configure, Integrate, Upgrade and Migrate

HPS provide these services for all Oracle Primavera applications via G-Cloud Cloud Support services. Search our listings for more details.

2.3 Training

We offer a range of on-line and classroom training courses for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

2.4 Application Support

We offer ongoing support for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

2.5 Our Solutions and Service Offerings

Hyde Park Solutions offer an extensive range of solutions and services across all portfolio, programme and project management disciplines. G-Cloud buyers can benefit from our expertise and experience across the following areas:

	Portfolio Management, Ideation		Project Document Management
	Project & Programme Management		Cloud Integration Services
	Project Controls		Cloud Reporting Services
	Project Planning & Scheduling		Common Data Environment
	Resource Management		Data Migration assistance
	Construction Collaboration		Subject Matter Experts
	Risk Management		Technical Experts
	Earned Value Management		Support Services
	Facilities Management		Training, Education, Certification
	Oracle Primavera Software		Hosting for Oracle Primavera Software

3.0 Who we are and What we do

Experts in Portfolio, Programme & Project (cost, contract & risk) Management

Hyde Park Solutions (HPS) was formed in 2007 with a focus on providing professional consulting services across the full Primavera suite. We are Oracle UK's largest partner by Primavera software revenue.

Today we are known as being the only Oracle partner that has expertise in all its Primavera tools:

- Unifier
- Oracle Primavera Portfolio Management (OPPM)
- P6 EPPM and P6 PPM (inc. Progress Reporter and Gateway)
- BI Publisher and Primavera Analytics
- Primavera Risk Analysis
- Oracle Aconex
- Oracle Primavera Cloud (OPC)

We have a large base of certified professionals and a track record of delivering complex integrations and supporting applications. We are 100% privately owned and managed by a team of SME's.

Hyde Park Solutions are accredited for both ISO9001 and ISO27001. We are committed to consistently comply with all applicable ISO standards and organisations legal & statutory requirements; to satisfy our clients' expectations for service delivery, cost effectiveness, quality and excellence in a safe, secure, and responsible manner.

Sell, Consult, Integrate, Train & Support – A fresh approach to problem solving

Sell Oracle Software – All Primavera software

Professional Services – Assess, design & architect, install, configure

Migrate, Integrate and Report – Pooling data that enables management reporting

Training Services – Driving value from your software investment

Support – Providing exceptional customer service using ITIL best practices



Partner



Contact us today: +44 203 174 0070 or visit: www.hydeparksolutions.com

4.0 Pricing

4.1 Annual Charge

4.1.1 Cost Breakdown

The service fee may be paid quarterly or annually dependant on Customer requirements, but all support options must be paid for in advance.

The following are costs dependent on the number of individual application users. Once negotiated with the Customer, the non-applicable sections will be removed for the final contract.

Services will be reimbursed based upon the following cost breakdown.

Application Support	1-5 users 2 hrs / month	5-15 users 4 hrs / month	16-50 users 1.5 days / month	51-100 users 3 days / month	101+ users 3 days / month
One-off set up cost	800	800	1,500	1,500	1,500
Monthly / Yearly cost	250 / 3,000	500 / 6,000	950 / 11,400	1,425 / 17,100	2,850 / 34,200

Systems Administration	1-5 users 6 hrs / month	5-15 users 1.5 days / month	16-50 users 2.5 days / month	51-100 users 4 days / month	101+ users 5 days / month
One-off set up cost	500	1,000	1,500	1,500	1,500
Monthly / Yearly cost	375 / 4,500	750 / 9,000	1,250 / 15,000	2,000 / 24,000	2,500 / 30,000

4.1.2 Invoice Timetable

The notes below should be read in conjunction with the cost breakdown.

1. All invoices are to be paid in full, in advance of the Initial Period commencement date or renewal date and strictly 30 days from date of invoice.
2. The Customer can pay the fee on a quarterly or annual basis by agreement with the Supplier. In both cases payment must be received in full before the commencement date of support.
3. All costs above are exclusive of VAT which will be applied at the applicable rate current at the date of invoice.

4.2 Rate Card

The table below displays the day rates for additional requirements requested by the Customer separate to the support assistance fee. This can be discussed during the contract setup process and either a call-off or fixed fee arrangement put in place.

Government Digital and Data Roles	Day rate (exc. VAT)
Product and Delivery roles	
Delivery Manager	
Associate Delivery Manager	£900
Delivery Manager	£1,000
Senior Delivery Manager	£1,150
Head of (Agile) Delivery Management	£1,250
Architecture roles	
Solution architect	
Associate solution architect	£800
Solution architect	£1,000
Senior solution architect	£1,150
Lead solution architect	£1,250
Principal solution architect	£1,350
Software development roles	
Software developer	
Junior developer	£700
Developer	£900
Senior developer	£950
Lead developer	£1,000
Principal developer	£1,250
IT Operations roles	
Service desk manager	
Service desk analyst	£900
Senior service desk analyst	£1,000
Service desk manager	£1,150
Head of service desk	£1,250
Application operations engineer	
Associate application operations engineer	£700
Application operations engineer	£900
Senior application operations engineer	£1,000
Lead application operations engineer	£1,150
Principal application operations engineer	£1,250

5.0 Terms and Conditions

The example General Terms and Conditions document attached to this service offering outlines a typical support agreement. Schedules A-C will be tailored to individual customer requirements.

