

Dufrain's services listed on G-Cloud15 can be procured in several ways.

- Time & Materials – standard commercial arrangement based on the Pricing Evaluation rate card for the Services listed on G-Cloud which will involve agreement to provide services and to invoice monthly based on the work done.
- Fixed Price – we will agree with the client a fixed price for the services based on an estimate of the work to be carried out using our Pricing Evaluation rate card to determine the price, this will be invoiced by instalments based on deliverable milestones.
- Managed Services – a flexible support model delivered via email and online ticketing, providing responsive assistance for operationally critical systems. Service levels, pricing, and availability are tailored based on SLA requirements, using our Pricing Evaluation rate card to determine the price based upon the complexity, and integration needs, ensuring reliable coverage for your business.
- Fixed Capacity – in this instance the service will be defined up to an agreed fixed number of resources (Core team) for a specific duration not on the service / project outcome. Costs for resources will be based on our Pricing Evaluation rate card.
- Outcome Based Pricing – the services are procured based on the desired outcome expected due to the presence of the service/project deliverable(s). The Pricing Evaluation rate card includes rates for our resources.

Additional Services Required (Overtime):

- The fees relating to this shall be limited to the following -
- Weekday working – 1.5 x the daily/hourly rate (6:00pm to 12:00am at a maximum of 4 hours overtime only)
- Saturday working – 1.5 x the daily/hourly rate (8:00am to 12:00am at a maximum of 8 hours overtime only)
- Sunday working – 2 x the daily/hourly rate (8:00am to 12:00am at a maximum of 8 hours overtime only)
- Public Holiday working – 2 x the daily/hourly rate (8:00am to 12:00am at a maximum of 8 hours overtime only)

Initial contracts will be based on listed prices, however Dufrain's prices may be increased in accordance with market rates during the contract term (e.g. annually). All day rates are exclusive of VAT and

travel/expenses and subsistence and are based on a 7.5 hour work day.

Dufrain does not offer educational discounts.