



A2Z Zoho Implementation Services

Pricing Document For G-Cloud 15

Pricing approach

Pricing for Zoho Implementation Services is based on an estimate of the number of hours required to deliver the agreed scope of work. Estimates are provided in advance following review of customer requirements and delivery assumptions.

Estimated hours are used to provide transparency and cost visibility but do not represent time and materials billing. Detailed time logs are not supplied as part of delivery.

Estimation basis

Estimates are based on information available at the time of scoping, including defined requirements and objectives, known systems and integrations, assumptions relating to data readiness and availability, and customer availability for reviews, testing, and approvals.

Estimates may be refined where additional information becomes available prior to delivery.

Changes to scope

Where requirements change or additional work is identified during delivery, this will be discussed with the customer. Any additional effort will be agreed through a formal change request before work continues.

Pricing structure

Pricing is agreed per project based on the estimated hours required to deliver the agreed scope. Charges are invoiced in line with the agreed commercial terms set out in the relevant order form.

Licences, including Zoho licences, are not included and are procured separately.

Exclusions

The following are not included unless explicitly agreed: data cleansing or data quality remediation, ongoing managed support or optimisation, out of hours or weekend work, and work outside the agreed scope.





Validity

Pricing estimates are valid for a limited period as stated in the relevant order form and may be reviewed if scope, assumptions, or delivery conditions change.

