de novo solutions

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Oracle ERP, HCM and Payroll Cloud, ServiceNow Advisory, Assurance, Implementation, Support & Managed Services for the experience economy

Commercial Pricing Information Document

Digital Marketplace
G-Cloud15

Contents

Commercial Pricing Model

This document contains a comprehensive description of the commercial pricing for de Novo Solution's implementation and support service offerings for Crown Commercial Service (CCS) Digital Marketplace.

Pricing Model Factors Summary

de Novo Solutions believes commercial pricing should be collated to the value that we can be generates over the life of any contract.

We use our base commercial pricing model on a time and materials basis taking into several factors that include, but not limited to:

- Scope
- Duration
- Complexity
- Corporate risk
- Client behaviours
- Value generated over duration period
- Value measurements
- Payment Terms & Conditions & schedule
- Cost of Capital

In doing so we articulate and are prepared to share the commercial risk of any engagement for the Authority; whilst balancing this against reward for the value that we generate, thereby arriving at a FIXED PRICE for the implementation and support services but based upon a RISK and REWARD model.

The FIXED PRICE element (the "RISK") will then be linked to key milestones and deliverables.

The REWARD element is variable and subsequently based upon the value we generate. The principle being failure to generate tangible value results in no reward being made, whilst measurable value generated will result in financial reward for de Novo over the life of the contract.

In-line with Central Government Public Sector policy and Cloud Services philosophy de Novo provides complete transparency to its commercial pricing structure keeping it as uniform across all regions and sectors.

The Authority should be aware that de Novo uses the base pricing provided as the basis for the formation of any commercial proposition under the GCloud framework.

Base Commercial Pricing

The base pricing for de Novo Solutions offerings can is found in the attached SIFA Definitions and Rate Card.

de Novo Solutions - GCloud15 Rate Card (v1.0)

Alternative Pricing

de Novo has provided in our SFIA rate card the associated pricing for our:

- Value Based Deals
- Standard Rate Card (Onshore and Offshore)
- Managed Services (Support) (Unit Metric Based)
- Implementation Recovery Services (attracts premium pricing as this is a premium service)

Alternatively, de Novo will undertake engagements, short or long on a **Time and Materials** basis and we offer this for completeness.

However, we would like to stress that we do not see this in the Authorities long term interest and would rather agree engagements on a value generated based metric. We see this as a key differentiator for our business model.

Commercial Pricing Factors

Commercial pricing factors applied to all de Novo services are as follows:

Regional Variations

Region	Percentage % Discount Applied to Standard Rate Card
Scotland	0
Northern Ireland	0
Wales	0
England	0

Sector Variations

Total Number of Days for each engagement within 1 Year	Percentage % Discount Applied to Standard Rate Card
Central Government	0
Local Government	0
Higher Education	0
Education – Secondary Only	5
Transport	0
Housing	0
Police	0
Fire	0

Applicable Premiums

Premium Applied	Max Premium Applied
Premium applied to rates for additional weekday hours	0
Premium applied to rates for additional weekend hours	0
Premium applied to rates for additional Bank Holiday Hours	Service Day Rate x1.5
Premium applied to rates for Christmas Day, Boxing Day, New Years Day	Service Day Rate x2.0

Premium Applied	Premium Applied
Expenses – Fixed Price Factor (dependent upon geography and delivery location)	5% - 15%

Premium Applied	Premium Applied
Risk / Reward Premium (RRP) Factor	10% - 33%

Premium Applied	Premium Applied
Value Generated Premium (VGP) Factor	10% - 33%

Implementation Recovery Services Rate card

The SIFA **Implementation Recovery Services** rate card provided *already* has a premium built into the service rates, as such engagements given the sensitivities are high risk and undertaken on a time and materials basis only.

The premium charge reflects the situation de Novo's expertise and unique approach to solving failing implementations.

Such engagements usually happen at very short notice (sometimes less than 24 hours) and can become very public, with the client's incumbent supplier being "constrained" and even relieved contractually of their responsibilities.

In such instances de Novo often must re-deploy its high calibre senior Executives and staff to execute a project recovery turnaround scenario under politically, commercially, and reputational challenging conditions.

In addition, the cost of being involved and undertaking the subsequent government procurement (sometimes for a second time) are all factored into the premium rate calculation and reflects opportunity cost to our existing business as such engagements will require access to our most experienced staff.

de Novo reserves the right to define when a scenario is in **Implementation Recovery** and subsequently apply this SIFA rate card.

Managed Services – Value as a Service™ (VaaS™)

The terms associated with our Managed Services – Value as a Service™ (VaaS™) approach for Oracle Cloud Software as a a Service (SaaS) support are outlined in detail within our SIFA Ratecard.

Payroll Services

Our payroll bureau services pricing is determined by several factors including but not limited to those included in the table below. de Novo can accommodate different pricing commercial modes such as:

- **Unit of measure:** per employee per month (PEPM), per payslip, per payroll run, or hybrid
- **Fixed vs variable:** fixed baseline + variable for transactions (starters/leavers/changes), court orders, retros
- **Minimum monthly charge:** to cover fixed operating overheads

allowing for indexation - CPI/RPI, wage inflation pass-through for labour components and benchmarking, and will work with the client to determine *elastic* unit pricing.

Type	Factor	Factor Description
Client and payroll complexity	Employee population profile	headcount, payroll frequency (weekly/fortnightly/4-weekly/monthly), seasonal peaks
	Payroll heterogeneity	multiple assignments, multiple contracts, irregular payments, overtime, allowances, shift premia, standby/on-call, unsocial hours
	Pension complexity	LGPS/NHS/Teachers'/Civil Service schemes, multiple schemes per organisation, auto-enrolment, AVCs, salary sacrifice impacts, pension data submissions
	Pay structure & policies	incremental progression, pay awards, back pay, arrears, pay protection, national/local agreements
	Statutory payments & leave	SMP/SPP/SAP/ShPP adoption/shared parental leave, complex absence rules
	Voluntary deductions & attachments	unions, charitable giving, cycle to work, earnings/ debt orders, court orders and admin
	Starters/movers/leavers volumes	especially TUPE, reorganisations, academisation, service transfers
	Multiple payrolls / employer entities	group structures, cost centres, GL coding complexity, and consolidation needs
Service Scope and Operating Model	Scope boundaries	payroll calculation only vs full bureau (inputs, validation, payroll run, payments, reporting, year-end).
	Input capture model	client self-service, provider managed data entry, workflow approvals, time & attendance ingestion, HR feed automation
	Employee lifecycle admin	contracts, pay changes, allowances, absence casework, maternity/paternity administration.
	Payments handling	BACS bureau/own SUN, faster payments, third-party payments, payroll funding model (pre-fund vs provider float)
	Expenses (if included):	policy controls, approvals, and audit trail.
	Employee & manager self-service:	portal provision, maintenance, comms templates, knowledge base
Performance, Service Level Agreements & Risk Pricing	Service hours & cut-off times	Standard vs extended hours; strict public sector deadlines.
	SLA levels	accuracy SLAs, timeliness SLAs, response times, first-time-right targets
	Penalty/credit regime	commercial risk for missed deadlines, under/overpayment remediation, complaint handling.
	Business continuity	RTO/RPO, disaster recovery capability, dual processing sites, resilience testing
Compliance and Statutory Obligations	UK payroll compliance	PAYE/NI, student loans (Plan types), statutory payments, court orders.
	RTI (Real Time Information):	Submission cadence, error handling, reconciliation processes.
	Year-end	P60, P11D (if in scope), PSA (if in scope), HMRC reconciliations, amendments.
	Public sector specific controls	auditability, segregation of duties, formal change control, evidence packs for internal/external audit.
	Oracle Cloud Licensing	Direct v Reseller Model. De Novo is an authorised reseller of Oracle Cloud services

Type	Factor	Factor Description
Technology and licensing elements	3rd Party Integrations	Additional Customer Integrations required
	Paper Payslips	Service is digital by default
	Reporting	Additional reporting over and above the standard service
Transition, onboarding and transformational costs	Discovery & Solution Design	process mapping, data profiling, controls design
	Data Migration	cleansing, historical data loading, parallel run requirements
	TUPE/people transfer costs	(not always applicable), onboarding staff, harmonising terms, training
	Change Management & training	client training, comms, user guides, support materials.
	Exit planning	contractual requirement to support transition out; pricing for data export and handover.
Service Management & Governance	Account Management	governance cadence, service reviews, stakeholder management
	Operational Reporting & MI	SLA reporting, quality metrics, continuous improvement backlog
	Audit Support	responding to audit queries, evidence production, control testing
	Client Variability	number of stakeholders, unions, internal approval layers
Demand Variability	Peaks	year-end, pay awards/back pay, budget cycles, large restructures
	One-Off Events	M&A/TUPE transfers, pension remediation, bulk recalculations, HMRC investigations
	Volume Bands	tiering per payslip/employee, with banded discounts and true-ups
Service Desk Support	Level 1 / Level 2	HR/payroll admin queries vs employee helpline, multi-channel (phone/email/portal/chat)
	Call Volumes and complexity	average handling time, escalation tiers, out-of-hours
	Knowledge Management	article creation, content maintenance, seasonal comms
Sub-contractors and 3rd Party dependencies	BACS Bureau or Bank Fees	print/post suppliers, identity providers, specialist pensions/attachments expertise
	Pass-through costs	define which are pass-through vs bundled

Commercial Pricing Discounts

de Novo Solutions commercial discounts that are available under the digital market-place are as follows:

Discounts – Volume of Days Purchased

Total Number of Days for each engagement within 1 Year	Percentage % Discount Applied once threshold has been met
90 - 179 days	0
180 - 360 days	0
360 - 539 days	0
540 - 720 days	0
721+ days	0

Discounts – Total Value of Project

Total Value of Each Engagement within 12-month period	Percentage % Discount Applied once threshold has been met
£500,000-£999,999	0
£1,000,000-£2,499,999	0
£2,500,000-£4,999,999	2.5
£5,000,000+	5

Note: *Discount is only applied once revenue threshold has been breached.*

Discounts – Prompt Payments

Total Value of Each Engagement within 1 Year	Percentage % Discount Applied once threshold has been met
7 days	0
14 days	0

Discount - Intern Ratecard

	Discount
de Novo Interns	Rate Card levelled to £350 per day

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