Crown Commercial Service

zensar

# Zensar Pricing Document

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# Table of Contents

# 1 Introduction

At Zensar, we engage with our clients through a range of commercial models, including Fixed Price, Unit-of-Work, Outcome-based, Intellectual Property (IP)-led and Software-as-a-Service (SaaS) models. For this engagement, Zensar can provide services under either a Time and Materials (T&M) pricing model or a Fixed Price model.

Under a Fixed Price model, Zensar and the client mutually agree a fixed fee at the outset of the project, based on an estimate of the scope and effort required. Any changes or variations to the agreed scope or requirements will be governed through a formal change control process and may result in adjustments to pricing and timelines.

Under a Time and Materials (T&M) model, Zensar provides appropriately skilled resources in accordance with an agreed rate card. During pre-contract discussions, we work collaboratively with clients to articulate and refine requirements and deliverables; however, the client retains responsibility for finalising the scope and managing deliverables throughout the engagement. Rate cards can be tailored and mutually agreed and Zensar will work with the client to offer competitive and value optimised rates, including discounted structures where appropriate.

Depending on the client context Zensar will recommend a wide range of commercial and delivery models, the common ones are described below:

| Pricing Model | Description | Applicability Scenario/ Applicable Services |
|---|---|---|
| **Fixed Price** | • A fixed fee agreed at predefined project milestones. This model provides predictability and enables clients to maintain clear control over IT and Project budgets. Under a Fixed Price arrangement, commercial delivery risk is largely transferred from the client to service provider.<br>• A fixed one-time or recurring charge is agreed for the duration of the engagement, based on defined FTEs, tool licences and service levels (SLAs).<br>• Any changes to the baselined scope, deliverables or project plan are managed through a formal change control process, with any cost and schedule impact agreed prior to execution. | • When a consistent infrastructure scale or service level is required throughout the engagement period.<br>• When requirements are clearly defined, stable and well understood.<br>• Maintenance and support services.<br>• Transformation programmes.<br>• Implementation projects.<br>• Assessment and advisory services.<br>• Consulting engagements.<br>• Applications design, build and support where scope and plans are baselined. |

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| **Output-based** | • Services are measured and billed based on the volume of output delivered.<br>• SLA-based delivery where charges are calculated using predefined resource units such as number of devices, tickets, users, virtual machines, or similar metrics per month. | • When infrastructure scale or operational demand varies over the course of the engagement.<br>• When business expansion plans require pricing bands, floor prices or output-based tiers to be established. |
| **Outcome-based** | • The service provider is compensated based on the achievement of predefined outcomes.<br>• Billing is linked to measurable business impact, such as performance improvements, cost reductions or service quality enhancements. | • When service delivery is evaluated against measurable parameters such as website transactions, system throughput, customer satisfaction or experience metrics.<br>• Suitable for large-scale transformation programmes where value realisation can be objectively measured. |
| **Project-based (T&M)** | • Charges are based on the actual resources deployed and materials used.<br>• Rates are aligned to resource skills, experience levels and delivery geography.<br>• Can incorporate variants tied to specific deliverables, milestones, schedules or service level expectations.<br>• Includes timesheet approval and backlog governance processes.<br>• Optional T&M caps and collars may be agreed to manage cost variability. | • Initial discovery, planning, evaluation, design or proof-of-concept phases where scope and deliverables must be refined.<br>• Emerging technology or new platform/application initiatives.<br>• One-time transformation activities such as data centre build/migration, network implementation, device rollout or messaging upgrades.<br>• Engagements where scope evolution is anticipated and the client requires greater flexibility and control. |
| **Gainsharing** | • The client shares a portion of savings generated beyond agreed contractual baselines.<br>• The service provider participates in incremental improvements achieved in addition to contracted service targets. | • When the client seeks to incentivise the supplier to improve productivity, efficiency or cost optimisation.<br>• Particularly applicable in cloud-based delivery models where measurable savings (e.g., cloud cost optimisation) can be validated and shared. |

# 2 Rate Card Structure

Rates are structured by role family, seniority band and delivery location. Actual rates will be provided per engagement and may include blended options for pods/squads.

- The day rates and prices exclude all value-added tax, sales and use taxes, excise, service tax, GST and similar taxes which, if any, shall be borne by customer.
- The resources shall work in normal business hours i.e. 9 hrs a day, 180 hrs a month at offshore and 8 hrs a day, 160 hrs a month at onsite, for the performance of services.
- Prices and rates do not include weekend allowances, on-call support and overtime which would be charged at 1.5 times of normal rates or Overtime rates for hours worked more than daily cap will be charged as per applicable local legislation.  The same will pre-agreed for the engagements as applicable.
- The project timelines and cost are estimated on fixed scope and fixed time assumption. If there be delay in the implementation beyond the time specified in this proposal the Person-month consulting rate shall come into force and additional cost will be computed OR as per the change control process agreed.
- All project specific s/w, h/w and licenses will be separately charged if not included in the traded section of the pricing.
- Resources at onsite will be working from customer location and all the infrastructure, inclusive of laptop, will be provided by the customer OR as per specifically agreed for each engagement.
- All travel charges beyond the agreed client base of work to be billed at actual.

# 3 Commercial Terms, Governance and Pricing Principles

- **Transparency:** Clear and comprehensive breakdown of labour, technology, tooling, third-party components and risk provisions.
- **Configurability:** Flexible delivery models incorporating onshore, nearshore and offshore resource options, as well as adaptable team structures such as pods, squads or managed service constructs.
- **Indexation:** Fair and pre-agreed annual price adjustment mechanism (e.g., aligned to CPI), with caps applied where required by the client or based on framework terms.
- **Discounts:** Availability of volume-based, multi-year, blended-team, framework-specific and early-payment discounts, subject to agreement.
- **Change Control:** A structured and governed process for managing scope changes, including impact assessment, approval workflows and traceability.
- **Invoicing & Payment:** monthly in arrears unless milestone-based; acceptance criteria will define billability and invoicing milestones.
- **Sustainability & Social Value:** Optional sustainability reporting, social value initiatives and related activities can be incorporated into the engagement to be agreed in advance at the onset of the engagement.
- **Exit & Transition:** structured exit plan, asset/knowledge handover, data return/secure destruction.

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