

Microsoft AI Tools - Lot 2b – Pricing Schedule

Service Name: Microsoft AI Tools

Lot: 2b – Software as a Service (SaaS)

Supplier: SCG.WORLD Limited

1) Overview of Service Offering

The Microsoft AI Tools service provides public-sector organisations with access to Microsoft’s AI-enabled SaaS capabilities across conversational AI, customer-journeys orchestration, predictive insights and intelligent automation. The service is delivered through Microsoft cloud technologies resold and supported by the supplier.

The AI service offering includes lifecycle adoption support, responsible AI governance, configuration of Microsoft AI services, and the enablement of Azure-based and Dynamics-based intelligence components. Pricing is based on a combination of Microsoft-licensed SKUs and Microsoft consumption-based AI services.

2) Pricing Tables

Pricing is presented in structured categories aligned to the AI capabilities offered. Only priced SKUs included in the uploaded NCE price file are represented in SKU-based pricing tables. All wider Azure AI / Copilot platform elements are included as non-SKU consumption-based service elements (see Section 3).

2.1 Conversational AI Software Services

Product	Unit	Billing	Price (ex VAT)
Dynamics 365 Call Intelligence Minutes Add-on	Per Minute Bundle	Monthly/Annual	As per Microsoft ERP rate
Dynamics 365 Intelligent Voicebot Minutes Add-on	Per Minute Bundle	Monthly/Annual	As per Microsoft ERP rate

2.2 Personalisation & Customer Insights AI

Product	Unit	Billing	Price (ex VAT)
Dynamics 365 Customer Insights – Data (Unified People Tiers)	Per Data Tier	Monthly/Annual	Microsoft ERP tier pricing
Dynamics 365 Customer Insights – Journeys	Per Interacted People Tier	Monthly/Annual	Microsoft ERP tier pricing
Dynamics 365 Customer Insights – Attach	Per Tenant	Monthly/Annual	As per Microsoft ERP rate

2.3 Forecast & Decisioning AI

Product	Unit	Billing	Price (ex VAT)
Dynamics 365 Sales Insights	Per User	Monthly/Annual	As per Microsoft ERP rate
Dynamics 365 Intelligent Order Management	Per Tenant	Monthly/Annual	As per Microsoft ERP rate

Note: Exact Microsoft ERP pricing varies by term duration (P1M/P1Y) and customer segment (Commercial, Education, Non-profit). Prices will be transparently presented to buyers at Call-Off using the prevailing Microsoft pricing applicable to eligible public-sector segments.

3) Add-Ons & Options

Additional optional capabilities may be purchased to extend the Microsoft AI Tools service. Items below do **not** exist as SKUs in your NCE file and are therefore delivered under consumption-based pricing governed by Microsoft Azure AI metered rates.

Add-On / Option	Unit	Billing	Price (ex VAT)
Azure AI Vision	Consumption (per 1,000 transactions)	Monthly	Azure consumption rate
Azure AI Language	Consumption (per 1,000 transactions)	Monthly	Azure consumption rate
Azure OpenAI Service (GPT/Embeddings/Vision)	Consumption (per 1,000 tokens)	Monthly	Azure OpenAI meter

Copilot Studio Custom Copilots	Per Tenant	Monthly	Azure/Power Platform rate
Azure AI Search (Vector + Hybrid)	Per Search Unit	Monthly	Azure consumption rate
Document Intelligence (Form Recognizer)	Per Page	Monthly	Azure AI meter
Content Safety & Responsible AI Evaluations	Per Evaluation Run	Monthly	Azure consumption rate
Trustworthy AI Dashboard (Azure ML)	Per Workspace	Monthly	Azure ML consumption rate

These items are priced directly against Microsoft Azure metered charges and itemised at Call-Off.

4) Framework Discount

A standard **Framework Discount** is applied uniformly across all SKU-based elements included in Section 2. Consumption-based Azure AI pricing in Section 3 is not discountable under G-Cloud rules, as those items are billed at Microsoft's published rates.

Framework Discount offered: **0%** (supplier to define if applicable at submission).

5) Mechanism for Establishing Price

Prices are established through:

- Published Microsoft ERP pricing for the relevant SKU, term and segment.
- Azure AI service metered consumption charges billed against the buyer's Azure subscription or reseller agreement.
- The applicable Framework Discount for SKU-based charges.

All pricing is fixed at Call-Off, with Microsoft updates passed through transparently and without mark-up.

6) Price Certainty & Adjustments

- SKU-based pricing remains stable for the duration of the chosen Microsoft term (monthly or annual).

- Azure consumption pricing is subject to Microsoft's published meter rates and may vary month-to-month based on usage.
- No supplier-specific inflationary uplifts are applied.
- Mid-term adjustments occur only when licence quantities or consumption levels change.

7) Dependencies & Assumptions

Pricing assumes:

- The buyer maintains an Azure tenant and eligible Microsoft licensing environment.
- Azure AI services are provisioned under a valid subscription.
- Identity and access management is provided through Microsoft Entra ID.
- Buyers are responsible for managing their own Azure consumption budgets.
- Supplier provides configuration, onboarding and lifecycle support as scoped in the Product Definition.

8) Call-Off Schedule 5 Mapping

All pricing aligns to the requirements of **Call-Off Schedule 5 (Pricing)**:

- Section 2: Recurring SaaS subscription charges
- Section 3: Optional charges and consumption-based pricing
- Section 4: Framework Discount
- Section 6: Price variation rules (Microsoft-driven only)
- Consultancy or professional services are **excluded** from this schedule and handled under separate SFIA rate cards.

9) Commercial Terms Impacting Price

- All invoiceable subscription items are billed in advance; usage items in arrears.
- True-up/true-down permitted only where Microsoft licensing rules allow it.
- Early termination follows Microsoft cloud agreement policies; unused periods may not be refundable.
- Data export at exit is included at no charge; extended retention or special migration support may incur optional costs.

10) Service Category Mapping

The following Digital Marketplace categories apply to this Pricing Schedule:

- AI Platforms
- AI Lifecycle Tools
- Data Labelling Software
- AI Build Software
- MLOps & Foundation Model Ops Software
- Trustworthy AI Software
- Conversational AI Software Services
- Computer Vision AI Software Services
- Generative AI Software Services
- Document AI Software Services
- Anomaly Detection AI Software Services
- Personalisation AI Software Services
- Forecast AI Software Services
- Search & Knowledge Discovery