

Pricing Document

Cloud Support Services

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Date: January 2026



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1. Overview

This document sets out BIS Consult's pricing approach for Cloud Support services offered under the G-Cloud framework. Pricing is designed to be transparent, flexible and proportionate to the scope, complexity and duration of each engagement. Final pricing is agreed at call-off.

2. Pricing Models

Pricing may be agreed using one or more of the following models:

- **Time and Materials**
Charges based on agreed day or hourly rates by role, for an agreed period.
- **Fixed Price**
A fixed fee for clearly defined scopes, deliverables and timescales.
- **Phased Delivery**
Pricing agreed per phase, allowing incremental delivery and control of spend.

3. Rate Structure

Rates vary by role, experience and responsibilities within the engagement. Typical roles may include:

- Partner / Director
- Managing Consultant / Associate Director
- Subject Matter Expert / Principal Consultant
- Senior Consultant
- Consultant
- Junior Consultant
- Support and Administrative Staff

The appropriate role mix and level of effort are agreed at call-off based on service requirements.

4. How Pricing is Agreed

Pricing is agreed at call-off following confirmation of scope, objectives, delivery approach and resourcing. A clear pricing breakdown is provided to support customer approval and governance. Pricing reflects the skills required, delivery risk, and level of senior input needed.

5. Discounts

Discounts may be offered on a case-by-case basis, for example:

- Educational organisations
- Longer-term or multi-phase engagements
- Reduced scope or lower-risk delivery models

Any discounts are agreed at call-off and reflected in the final pricing.

6. Expenses

Expenses are not included unless expressly agreed in advance. Where applicable, reasonable travel and subsistence expenses may be charged at cost in line with the Customer's policies.

7. Invoicing and Payment

Invoicing arrangements are agreed at call-off. Unless otherwise agreed, invoices are issued monthly in arrears and are payable within 30 days.

8. Price Review

Prices may be reviewed for longer-term engagements to reflect changes in scope, duration or delivery requirements, subject to agreement between the parties.

9. Accessibility

This document has been prepared in line with accessibility best practice. Alternative formats can be provided on request.