

Pricing Document

Supplier: The Process Play Ltd

Service: ServiceNow Cloud Support and Implementation Services

G-Cloud 15 - Lot 3: Cloud Support

Pricing Model

Pricing is provided on a time and materials basis, using daily rates by role. Services may also be delivered under a fixed price or retainer arrangement where agreed as part of a call-off contract.

All pricing excludes VAT.

Role	Indicative Daily Rate (GBP)
ServiceNow Consultant	£950 - £1,100
Senior / Lead Consultant	£1,100 - £1,300
Technical Architect	£1,200 - £1,450
Project / Delivery Manager	£900 - £1,100
Managed Service / Support Engineer	£750 - £950

Rates are indicative and may vary based on scope, duration, complexity and required skills.

Support and Managed Services

Ongoing support and managed services may be provided under:

- Monthly retainer
- Agreed capacity blocks
- Priority support arrangements

Pricing for these services is agreed as part of the individual call-off contract.

Expenses

Travel and subsistence expenses are not included unless explicitly agreed and will be charged in line with buyer policy.

Payment Terms

Payment terms are as defined in the G-Cloud Call-Off Terms unless otherwise agreed.

Notes

- No minimum commitment applies unless agreed per engagement
- No automatic discounts apply
- Educational or volume discounts are not offered at framework level