

Vertex In Health. Cloud Support Service Rate Guidance and discount

Our pricing options for our Cloud Support Services are tailored to meet to the specific project/ service needs. The overall cost of the project is based on the unit costs for software and services and rate card for other delivery and support services and the effort required to deliver the outcomes.

Wherever possible we work on a fixed price deliverable project, however in order to cater flexibly we do offer three main options.

Outsourced/ Managed Service Model

This is where we provide services on a rolling monthly basis for an agreed monthly service charge, either as a BAU service model or to meet defined project objectives over a fixed period.

Fixed Price Deliverables

This is where we provides services to a predefined list of deliverables within a given timescale. In this Model cost risk is held by Vertex In Health.

Time and Material Model.

This is relevant when the client has an undefined scope of work where, due to lack of clarity information it is not possible to provide a fixed cost. This model is sometimes applicable when the client wants direct control over the output of the service resource.

Discounts

The following volume discounts will be applied.

Up to £250,000 to £1,000,000	None
From £1,000,001 to £2,000,000	3%
Above £2,000,001	5%

The volume discount applies to all effort over and above the threshold of £1,000,001, in each individual call off order. The volume discount will continue to apply above the higher thresholds, but for avoidance of doubt these are not cumulative volume discounts. Volume discounts apply upon the initial Service Description and individual Call-Off Order only and cannot be applied retrospectively.

Some further discount may be available for very large contracts above £2,000,001 upon application, considered on a case by case basis.

Unless otherwise agreed invoices are monthly in arrears and due within 30 days.