

PRICING DOCUMENT FOR SERVICES

For G-Cloud 15 Framework

Provided by Endeavour Information Solutions

IN COMMERCIAL CONFIDENCE

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Microsoft certified
professionals specialising in:

Microsoft 365
Microsoft Teams
Microsoft SharePoint
Dynamics 365
Microsoft Azure



Certificate Number: 13183-ISMS-001
ISO/IEC 27001:2022

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Introduction

Summary of G-Cloud Services Offered

We offer a comprehensive range of services (Lot 3) within the G-Cloud 15 framework with the current summary of services shown below:

- Microsoft SharePoint Support Services
- Microsoft SharePoint Implementation Services
- Microsoft SharePoint Development Services
- Microsoft Purview Implementation Services
- Microsoft Teams Implementation Services
- Microsoft Teams Development Services
- Microsoft Azure Optimisation Assessment Services
- Microsoft Azure Migration Services
- Microsoft Azure Support Services
- Microsoft Azure Implementation Services
- Microsoft 365 Implementation Services
- Microsoft 365 Migration Services
- Microsoft 365 Support Services
- Microsoft Intune Implementation Services
- Microsoft Intune Support Services
- Microsoft Defender Suite Implementation Services
- Microsoft Sentinel Implementation Services
- Microsoft Foundry Implementation Services
- Microsoft Foundry Support Services
- Microsoft Copilot Studio Implementation Services
- Microsoft Copilot Studio Support Services
- Microsoft 365 Copilot Implementation Services
- Microsoft 365 Copilot Support Services

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- Microsoft Dynamics 365 Implementation Services
- Microsoft Dynamics 365 Support Services
- Microsoft Dynamics 365 Development Services
- Microsoft Power BI Implementation Services
- Microsoft Power BI Migration Services
- Microsoft Power BI Support Services
- Microsoft Fabric Implementation Services
- Microsoft Fabric Migration Services
- Microsoft Fabric Support Services
- Microsoft Business Central Implementation Services
- Microsoft Business Central Support Services
- Microsoft PowerApps Implementation Services
- Microsoft PowerApps Support Services
- Microsoft PowerApps Development Services
- Microsoft Power Automate Robotic Process Automation Services

All pricing for all associated services are consumption based with an appropriate discounted rate for bands of government and education clients. For a detailed estimate of costs please contact our Sales Team via email at sales@endeavour-is.com who will be happy to provide you with a no commitment consultation and quotation.

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Professional Rates

Endeavour offers a range of services to G-Cloud customers under the following grades and daily rate pricing structure:

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£495	£495	£495	£495	£495	£495
2. Assist	£525	£525	£525	£525	£525	£525
3. Apply	£550	£550	£550	£550	£550	£550
4. Enable	£600	£600	£600	£600	£600	£600
5. Ensure/Advise	£700	£700	£700	£700	£700	£700
6. Initiate/Influence	£750	£750	£750	£750	£750	£750
7. Set Strategy/Inspire	£850	£850	£850	£850	£850	£850

All rates stated above are exclusive of VAT and out of pocket expenses.

Service Levels & Rates

We provide two clearly defined support levels to meet varying operational and service requirements:

- **Ad-hoc Support** is delivered on a pay-as-you-go basis at £95 per hour ex VAT. Support requests have a response time of 4 hours or less and resolution time of 8 hours or less, with no minimum commitment required. All time consumed is recorded and billed monthly in arrears, providing a flexible option for customers with occasional or unpredictable support needs.
- **SLA Support** is provided under a fixed-price unlimited use contract based on 35% of the total value of an implemented solution and delivers the highest priority service. It includes guaranteed response times of less than 1 hour and resolution times of less than 4 hours. Additional discounts are available for contracts that are required over multiple years.

All support levels include access to a dedicated customer success manager, but SLA customers also get access to a dedicated technical account manager providing a consistent point of contact and service oversight.

Queries & Contact Information

Should your organisation have any queries regarding this document, please contact in the first instance:

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For general sales enquires please contact our Sales Team at sales@endeavour-is.com