

1 ABOUT LEIDOS

Leidos is a global science and technology services company providing government and commercial organisations with solutions throughout the UK. Leidos UK has more than 1,300 employees solving the UK's toughest challenges with practical answers in the civil, health, defence, security and logistics markets.

Clients include central and devolved government, departments and agencies, UK regulatory bodies and the NHS.

2 OUR PRICING MODEL

Leidos pricing is tailored to our clients' requirements. We will work in collaboration with our clients to help define those requirements.

We have various commercial models available such as Firm Fixed Price, Time and Materials.

Leidos will use the published Government Digital and Data Profession Capability Framework rates and roles as the basis of our pricing.

Prices for services offered through these lots may vary depending on specific customer requirement, such as size and type of cloud resources required, number of users, licence model of the SaaS product, levels of customisation and/or numbers and complexity of integrations as well as complexity and nature of the technical services required by our clients.

3 STANDARDS FOR CONSULTANCY DAY RATE CARDS

- Staff Working Day: 8 hours inclusive of travel and lunch
- Working Week: Monday to Friday excluding UK national holidays
- Office Hours: 09:00 – 17:00 GMT Monday to Friday
- Travel and Subsistence: Included in day rate within M25. Payable at department's standard Travel & Subsistence rates outside M25
- Mileage: As above
- Professional Indemnity Insurance: Included in day rate
- Prices are in GBP and exclude VAT.

4 SERVICE MANAGEMENT & SUPPORT PRICE MODEL

Leidos price for Service Management, Support and Maintenance is tailored to our clients' requirements. Service Levels and KPIs are developed to focus the Leidos team on realising the right outcomes according to the business priorities and drivers of our clients. Our support services are tailored to the requirements of the client and Service Levels are designed to meet the clients' requirements. The cost of Service Management, Support & Maintenance depends on a combination of the several factors such as support scope, the service levels required and the hours of service. Each support arrangement is customised to the complexity, and criticality of the services being

managed and supported. It is also dependent on the underlying SLAs of the hosting platform provided by our partner.

Leidos can provide a Service Delivery Manager capability as well as contacts and process for both technical and service related escalations. Leidos believes in Continual Service Improvement and agrees a process with clients as to how this activity is conducted to ensure mutual benefit. Examples of the support arrangements Leidos currently provides are as follows:

- Business hours support (Monday to Friday, 8:30am to 6:00pm)
- Extended business hours support (Monday to Friday 0800 – 2000)
- Core hours support (Monday to Sunday, 8:00am to 6:00pm)
- 24/7 support (365 days per year, 24 hours per day).

Third party support costs may also be applicable dependant on the nature of the product and/or applicable integrations.

5 ADDITIONAL SOURCES OF COST

Additional costs over and above Leidos services will depend on the scope of work and may include for example, software licenses, 24 x 7 support services, additional security services etc.

Additional Services such as training, onboarding, offboarding and exit management will also be tailored to our clients' requirements and the needs of call of contracts.

6 ADDITIONAL SOURCES OF COST REDUCTION

Leidos are happy to collaborate with our clients to understand and utilise any volume discounts from cloud or software vendors which may be available to Leidos or from government central buying schemes.

Leidos believes in Continual Service Improvement and agrees a process with our clients as to how this activity is conducted to evaluate potential cost reductions that may be applicable. For example, utilizing usage data to make informed choices about resource allocation to maximize business value from cloud investments (FinOps).