

Verint Cloud Support Pricing



Statement of Work

The services delivered for a particular Cloud Support case management project to be delivered to a customer will be defined in a “Statement of Work” (SoW) agreed with the customer prior to contract. Within the SoW, individual staff resources and their skills types will be identified, and charged for, in accordance with the appropriate rate on the Digital **Platform for Government Digital and Data Roles**.

The contract value for Verint’s Cloud Support Services will be the sum of total staff days x the appropriate day rate price for each resource.

Payment Terms

Payment terms for Verint Cloud Support Services will either be:

For Time and Materials (T & M) project delivery: Monthly in arrears, with itemised days and rates.

Or:

For Fixed Price project delivery: In accordance with agreed project milestones and deliverables, agreed with the customer, prior to contract which will be referenced in the Statement of Work.

Standards for consultancy day rate cards

- Consultant’s working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Payable at department’s standard travel and subsistence rates
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate
- Out of Hours Rates: Work that is conducted outside of the Office Hours specified above will be subjected to higher rates of 1.5x OOHs Monday – Thursday and 2x for work between 5pm Friday at 9am Monday

Contact Information



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