

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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CONTRACT AND PROJECT MANAGEMENT SYSTEM PRICING DOCUMENT

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1 Introduction

The e-Sourcing Services Suite comprises of e-Sourcing tools that enable Contracting Authorities to perform all necessary activities for interacting with their supply chain in order to optimally acquire products and services.

The e-Sourcing Services Suite has been developed entirely by EUROPEAN DYNAMICS and is offered to public organisations either as a customised platform, or as a hosted or managed service. It is based on open-source software and can be parameterised for achieving different functionality for the support of all Electronic Sourcing stages including pre and post awarding procedures.

The **CPMS service** is a full contract and project management system that facilitates following up many concurrent projects. Its document management features support the collaboration between contractors and contracting authorities that may exchange documents in a secure and audited environment that supports version control and a rich set of document metadata. In addition, CPMS supports key performance indicators that objectively measure contractor performance. A fully customisable role-based access control system ensures that every user has the correct type of access only to the correct resources. Calendar, forum, and meeting support are some of the standard utilities that CPMS provides to facilitate collaboration as required.

2 Description of Service

The Contract and Project Management System (CPMS) is a multifunctional solution that serves as a virtual office for modern organisations and all their stakeholders and counterparts. It offers to its users a common working space, containing all their documents, deliverables, communications, and procedures to follow to achieve optimum cooperation.

CPMS is a service tailored to the requirements of Public Administrations that need to follow up and manage service contracts in all their aspects, including supplier performance. It comprises numerous valuable tools that facilitate the concurrent management of different contracts with many suppliers. The main CPMS functionality includes document management, project management, calendar service, service level management using key performance indicators, and contract reporting.

3 Pricing

3.1 At a glance

EUROPEAN DYNAMICS (ED) offers the CPMS service in a pricing scheme that covers the diverse needs of Contracting Authorities regardless of their size.

For ED, each Contracting Authority is treated as a distinct Customer with individual needs that can be accommodated per their specific requirements.

ED offers the Service as an "enterprise" licence, i.e. there is no restriction in the number of users or the number of procedures to be run through the system.

Furthermore, ED offers value-added services that can complement the offered functionality. Such services include:

- **Help Desk:** First and second level helpdesk services (3rd level helpdesk services are provided as part of all service packages at no additional charge).
- **Training:** Different training packages can be designed tailored to the Customer training needs (in terms of trainees, training sessions, curriculum, etc.) The Service Provider also offers “Train the trainer” sessions where trainees are provided with training on CPMS training.
- **Customised data extraction:** Customers wishing to extract their data set in specialised format can benefit of this service, which must be ordered separately.

3.2 Licence and Service Costs

Table 1: Licence and Service Costs

Service Code and Title	Service Description	Price
CPMS-EL-SAAS CPMS Enterprise Licence	Annual Licence and hosting for the Contract and Project Management System (CPMS) for unlimited users.	£10,200 (annual)
MS-SETUP System Setup	Basic System Configuration which includes the following tasks and services: • Set up of full managed hosting of the service on fault tolerant servers in our ISO27001:2013-certified data centre. • Set up of the system on independent virtual server with independent internet domain. • Kick-off meeting to agree on Customer's branding, minor configurations/adaptations and templates. • Implementation and testing of branding, minor configurations/adaptations and templates. • Set up of 2 administrative users and up to 10 purchasing officer users.	£10,000 (one off)

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Service Code and Title	Service Description	Price
	Assistance in creating the first Contract/Project	
TRAIN-OS Training (on-site)	Training provided at premises of the customer. Maximum attendance is 10 staff members.	£1,500 (per day)
TRAIN-RM Training (remote)	Training provided over the web. Attendees can participate from their desktop using the internet and a telephone line.	£1,000 (per day)
TRAIN-COACH Remote coaching	Training and coaching by a consultant to assist the user step-by-step until the user fulfils his/her task.	£60 (per hour)
SUPP-B User Support - Bronze	Help desk services to users via email/phone up to 60 minutes per month including time to investigate issue and report back.	Included in licence
SUPP-S User Support - Silver	Help desk services to users via email/phone up to 300 minutes per month including time to investigate issue and report back.	£240 (per month)
SUPP-G User Support - Gold	Help desk services to users via email/phone up to 600 minutes per month including time to investigate issue and report back.	£540 (per month)
SUPP-AH User Support – Ad hoc	Additional support for users who are already receiving Bronze/Silver/Gold help desk support and need additional support on an ad-hoc basis.	£65 (per hour)

Notes:

1. CPMS-EL-SAAS includes Help Desk services for up to 60 minutes per month for trained users (09:00 to 17:00 during weekdays; extended hours can be supported).
2. CPMS-EL-SAAS includes online manuals and self-guided tutorials.
3. For configuration/adaptation services beyond MS-SETUP, the Service Provider in cooperation with the Customer shall determine which tasks need to be implemented and shall provide a quotation based on the Daily Rates of the G-Cloud Framework presented in the Service Provider's ADS service (G-Cloud 13: Cloud Support Services) and copied below. These services may include additional onboarding activities, data migration (such as suppliers' database), integration with third-party systems (such as a P2P system), etc.

Terms and conditions for the provision of such services have been presented in detail in the Service Description Document for the ADS service (G-Cloud 15 Lot 3: Cloud Support) offered by the Service Provider.

All prices are expressed in sterling and are exclusive of any VAT that may apply.

Rate Card

<i>Profile</i>	<i>Junior</i>	<i>Intermediate</i>	<i>Senior</i>
Delivery Manager	450	500	550
Business Analyst	395	450	500
Technical Architect	395	450	500
Developer	300	350	395
Tester	250	300	350
DevOps Engineer	320	380	420

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: 09:00 – 17:00 Monday to Friday
- Location: Service provider's premises
- Professional indemnity insurance: included in day rate.
- For work to be performed at the Buyer's premises, a surcharge of £150.00 per day shall apply.

END OF DOCUMENT