

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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APPLICATIONS DEVELOPMENT AND SUPPORT PRICING DOCUMENT

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1 Introduction

EUROPEAN DYNAMICS has been offering applications development and support services to a wide range of public organisations at the regional, national and international level all over Europe and the world for more than two decades. In this document, the Applications Development and Support Services are outlined to provide to potential customers all necessary information required for an informed decision.

2 Description of Service

EUROPEAN DYNAMICS offers Applications Development and Support (ADS) Services for cloud-based software solutions based on a wide range of information technologies. Such services include on-boarding the complete software lifecycle, which includes requirements collection, analysis and their transformation into formal technical specifications; software architecture, design, and implementation; testing; documentation and deployment; and training. The company's expertise covers mainly web environments and information systems based on Java (Java EE), Oracle, Microsoft and open source systems. The software development methodologies employed include waterfall, agile and hybrid models. EUROPEAN DYNAMICS provides specialist cloud services, such as on- and off-boarding, content migration from previous service providers, business processes reengineering etc. All these in a well-defined contractual framework that assures quality deliverables and service monitoring based on key performance indicators.

EUROPEAN DYNAMICS expertise and experience covers web technologies and integrated information systems, both proprietary and open source. EUROPEAN DYNAMICS is an open source software advocate and it is a founding member of the OW2 community (<https://www.ow2.org>), the open source community for infrastructure software. In addition, EUROPEAN DYNAMICS always makes use of open standards and interoperable solutions providing solutions that avoid vendor lock in.

3 Pricing Details

3.1 Determination of price

The Service Provider's approach for drafting a quote to the Customer is to analyse in detail the requirements/specifications and remove any ambiguities that may affect the estimated (based on Function Point Analysis along with COCOMO II) number of days to be allocated for project management, development and testing activities. All ambiguities and external dependencies identified in this process are discussed with the Customer in order to minimise the risk of over- or under-sizing the project as a result of external factors.

The aspects that may affect the required number of days for the execution of a project, covering project management, development and testing activities for projects supporting cloud services are summarised below.

Assessment of organisational/planning factors that may impact the execution of a project covering:

- Software development methodology to be applied (RUP, XP, SCRUM, DSDM, etc.)
- Development framework (Microsoft.Net, JEE, C++, etc.)
- Identification of project type (development, corrective maintenance, evolutive maintenance)

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- Project duration.

Assessment of personnel, covering:

- Project management, development and testing, expertise of team members with the business and technical characteristics of the project.
- Geographic dispersion of the development and testing team members.
- Assessment of existing historical project data to estimate the work for the current project.

Assessment of other relevant aspects, covering:

- Number and project dependencies and complexity of data communications interfaces.
- Number and complexity of required distributed data processing components.
- Critical application performance requirements.
- Restrictions and special constraints in terms of security and performance of the distributed components of the system.
- High transaction rate(s) requiring performance analysis tasks in the development, testing and/or installation phases.
- Use of interactive online forms designed (using special tools and processes to demonstrate that the objectives have been achieved) for end-user efficiency.
- Use of highly automated recovery procedures with minimum operator interventions.
- Existence of application specific security, logical and extensive and complex processing to handle multiple input/output possibilities.
- Reusability requirements in order the provided components to be usable in other services.
- Installation requirements in terms of platform (hardware and software) to be deployed (single or multiple sites).
- Interoperability requirements for easy operation and maintenance.
- Security requirements for data storage or data in transit.
- Test coverage required.
- Existing level of documentation (applies to maintenance projects).

More information about pricing is provided in section 3.3 below.

3.2 Ordering and invoicing process

Customers wishing to utilise the Service Provider's ADS offering shall follow the ordering process outlined in the G-Cloud framework agreement.

Before submitting the order form, the Customer and the Service Provider shall enter into dialogue to determine which elements of the service will be provided. The Service Provider shall prepare a preliminary requirements analysis which shall form the basis of its quotation. The quotation shall include a detailed list of activities and deliverables and shall associate each one of the envisaged tasks with a fixed price based on anticipated effort and the Rate Card.

As ADS services are iterative by nature, both the Customer and the Service Provider shall adapt the requirement analysis and the relevant quotation on a regular basis (e.g. monthly).

The original quotation as well as the iterative quotations to follow, shall include a payment schedule which will be closely related to acceptance of agreed deliverables.

Payments shall be due thirty (30) after invoice issue.

3.3 Price Schedule

The price stated in the Digital Marketplace is indicative of the average daily rate for ADS related services provided by the Service Provider. **Please refer to the Rate Card below for daily rates per specialisation and seniority level.**

Terms and conditions for the provision of such services have been presented in detail in the Service Description Document for the ADS service.

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.
- 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 rates.
- For work to be performed at the Buyer's premises, a surcharge of £150.00 per day shall apply.

Billing and reporting can be aggregated across multiple cost-centres. Customers wishing to apply such billing should indicate so in the order form.

4 Pricing Variations

4.1 Regional variations

Region:	Percentage % Discount applied to Day Rates
Scotland	0
Northern Ireland	0
Wales	0

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England (outside Greater London)	0
Other	0

4.2 Applicable Premiums

Premium Applied	Maximum premium percentage % applied
Premium applied to rates for additional weekday hours	17:00-21:00: 20%, 21:00-09:00: 40%
Premium applied to rates for additional weekend hours	Saturdays 09:00-17:00: 30%, Saturdays 17:00-09:00: 50%, Sundays: 50%
Premium applied to rates for additional bank holiday hours	50%

4.3 Additional Discounts

Duration of Project

Assignment Duration	Percentage % Discount Applied
For assignments up to 50 working days	0%
For assignments over 50 and up to 90 working days	1%
For assignments over 90 working days	2%

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