

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

SAP Support

Pricing Document

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30th, 2026.

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Table of Contents

Pricing Approach	1
Volume Discounts.....	1
Exclusions	1

G-Cloud 15 - Lot 3 Support – SAP Support – Pricing

Pricing Approach

Services for the implementation and deployment of cloud support solutions from HCL can be priced in different ways to accommodate the client's requirements. These are described below:

- **Time & Materials** – this is our standard commercial arrangement for the provision of services based on the daily rates provided in our rate card which are aligned to the SFIA grades. Invoices are then calculated on a monthly basis.
- **Fixed Price** – this is where a fixed price is agreed with the client for the provision of services based on an estimate of the work to be carried out, this is then invoiced to an agreed set of milestones
- **Outcome Based pricing** – this is where services are procured based on the desired outcome expected from either the business or IT. The charging method for this approach is client specific and would be agreed based on the specific project.
- **Shared Risk/Reward** – this is where the client and partner share the upfront cost of the implementation or development, as well as future savings.

Our rate card includes rates for both onsite as well as offshore resources based in our Global Delivery Centres in India. The resourcing model blend of onsite, offshore or hybrid resources, would be discussed and agreed at the time of request, depending on the nature of work.

Volume Discounts

We can offer to include Volume Discounts for larger engagements. The details of the type and range of discounts will be determined at the point the request is made, considering the scale and duration of the services in question. We are able to provide further details of this option upon request.

Exclusions

Any exclusions will be agreed during contract discussions.

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