HCLTech | Supercharging Progress™

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

SAP Ariba

Pricing Document

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Validity

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

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Pricing Approach

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

Options Available	Description	Applicable Scenario
Managed Services/ Dedicated Services	HCLTech is paid a fixed price at predefined milestones of the project. Any changes or variations in the scope or requirements will be managed through a change control process and may impact the overall pricing.	For maintenance and support services, a fixed price can be worked out for a defined portfolio based on the historical ticket information.
Time & Materials	This is our standard commercial arrangement for the provision of services based on the daily rates provided in our rate card. These are aligned to the grades. Invoices are then calculated monthly. HCLTech works closely with its customers to help articulate and define requirements and deliverables, but the customer will be responsible for finalising the scope and managing the deliverables for the engagement.	For maintenance and support services on a demand basis. Dynamic requirement. Flexibility to modify the scope or vary the workloads.
Business Outcome Pricing	Fee based on the business outcome or business case realised.	Applicable for transformational programmes or programmes with a clearly defined business case. For example, consulting for transition to different modules, architecture or technology for transformation.
Enterprise Core Services Pricing	Our packaged and uniquely tailored enterprise core services to address specific needs of your business.	• SAP HANA Assessment • SAP HANA Enablement Services • SAP HANA Transformation Services • SAP HANA Analytics Services
Shared Services	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 (GDCs) in India. The resourcing model blend of onsite, offshore or hybrid resources, would be discussed and agreed at the time of	BASIS, ABAP, Security, etc.

Options Available	Description	Applicable Scenario
	request, depending on the nature of work. 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.	
Cloud Services Pricing	Our approach is to design, build, and deliver an enhanced digital technology footprint (eDTF) on SAP Cloud Platform, to provide the best experience for all relevant types of users-customer, consumer, partner, supplier and employee. This focus on eDTF is rooted in leveraging micro-services around key experiential elements of a solution to touch every facet of the user engagement resulting in a transformative experience, which leads to transforming your business.	• SAP Cloud Platform as a Service (PaaS) • SAP Success Factors • SAP Cloud Infrastructure as a Service (IaaS) • IoT (Internet of Things) • SAP UX Services – user experience.
Unit Work Services	The client pays for each unit of work or service transaction, based on output or consumption. For example, module/ application wise or ticket based.	Applicable where the outcome can be defined at a granular level, such as number of tickets or each module being supported.
Hybris Services Pricing	The SAP Hybris Customer Engagement & Commerce suite of solutions is designed to enable businesses to meet the challenges of digital transformation. It is highly flexible and supports Cloud or on-premise deployment models.	• Digital SAP Transformation • Predictive service alert framework for call centre agents powered by HANA • Intelligent order management with embedded analytics and pre-built integrations. • Consolidated experience hub, configure to order, parts page, service integration, subscription revenue and pre-built integrations
SMART Technologies Pricing	Go beyond cost savings. Apply Artificial Intelligence (AI) and other SMART technologies to IT automation and “set the enterprise free” by simplifying operational complexity and enabling business outcomes through orchestration.	

Rate Card

Please refer to the file titled:
- "CCS - G-Cloud 15 - Lot 3 - Cloud Support - Rate Card - HCLTech - SAP Propositions.docx".

The SAP support rate card applies to the following work:
- SAP HR/ Payroll Implementation
- SAP GRC Implementation
- SAP Module Implementation (FI, MM, HR, WM, VIM, SD)
- SAP MDG Implementation
- SAP PPM Implementation
- SAP SRM/ Ariba Implementation
- SAP Business Intelligence Implementation
- SAP Success Factors Implementation (SF)
- SAP Business Planning & Consolidation (BPC)
- SAP Business Objects (BO)
- SAP Application Maintenance Support
- SAP Identity Management
- Database Upgrades
- SAP OS/ DB Migrations
- SAP Version upgrade
- SAP Solution Manager Implementation
- SAP Solution Manager Upgrade.

Terms and Conditions for 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
- **Travel and Subsistence** – Included in day rate within M25. Payable at department's standard Travel and Subsistence rates outside M25.
- Long duration projects may qualify for a discount on the rate card
- **Professional Indemnity Insurance –** included in day rate.

Additional Items

- Transition cost will be factored based upon the scope of transition.
- Training can be provided on demand as part of "Train the Trainer" during or post implementation during stabilisation.
- Any additional solution which is not in scope can be supported with separate change control.

Exclusions

Listed below are services that are out of scope of the contract terms.

- Infrastructure and associated infrastructure support
- Remote connectivity to enable shared support
- Network support
- 3rd party software licences
- External system connectivity
- Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.
- Webservice schema for external systems to retrieve details for different business processes.

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