

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

MS Dynamics 365 Customer Engagement

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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G-Cloud 15 - Lot 3 Support - MS D365 Customer Engagement - Pricing

Pricing Approach

Services for the implementation and deployment of cloud support solutions from HCLTech 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 SFIA 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.

Plan for Success

Organisations that have a desire to transform their services may wish to focus initially on a discovery type phase of work before committing to an extended delivery period with fixed prices and milestones. Our experience is that this works very well as an approach and our project delivery method has a “Plan for Success” phase following mobilisation to establish requirements, solution modelling and playback to align the project with the outcomes desired and investment required.

Envisioning

HCLTech is an accredited Microsoft Catalyst practitioner and can provide a change assessment, including envisioning potential business value gains and capability mapping, readiness assessment of technical and business aspects and working towards new target operating models.

Rate Card

Refer to “CCS - G-Cloud 15 - Lot 3 - Cloud Support - Rate Card - HCLTech - MS D365 Customer Engagement.docx”.

Standards for Consultancy Day Rate cards

- Blended rate for Onshore / offshore resources, Level 5,6,7 are onshore only.
- **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:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Volume Discounts

HCLTech can offer a discount for services required over a certain level of between 5 and 10 percent.

We can offer to include Volume Discounts for larger engagements over 200 days. 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.

Additional cost benefits can be attained by a hybrid mixture of onshore and offshore resources.

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