Order Form Attachment 2 – Charges and Invoicing

Part A – Milestone Payments

Table 1: Milestone Payments

#	Milestone Description	Pricing Mechanism (FIX / FIRM / T&M)	Milestone Payment amount (£GBP)	Milestone Date
M1	Mobilise Analyse and Design Complete	Capped T&M		03 April 2025
M2a	Transition: Service Desk Build Complete	Firm		01 May 2025
M2b	Transition: EUS Build Complete	Firm		06 May 2025
M3a	Transition: SD Test Complete	Firm		26 May 2025
M3b	Transition: EUS Test Complete	Firm		02 June 2025
M4a	Transition: Service Desk Service Readiness Complete	Firm		02 July 2025
M4b	Transition: EUS Service Readiness Complete	Firm		30 July 2025
M5a	Transition: SD Service Commencement Complete	Firm		01 August 2025
M5b	Transition: EUS Service Commencement Complete	Firm		01 September 2025
M6a	Transition: SD Steady State Complete	Firm		04 September 2025

| M6b | Transition: EUS Steady State Complete | Firm | ■■■■■ | 03 October 2025 |

Part B – Service Charges

Table 1: Fixed Prices

Charge Number	Fixed Charge (£) per month
Service Desk & End User Services (per month)	
Service Desk - fixed-price elements	■
Service Management and Service Integration	■
End Point Security	■
Key Management and Certificate Enrolment	■
Public Key Infrastructure	■
O365 data loss prevention management	■
Application Presentation OS (excl.) level and above	■
SharePoint Online	■
Automated Update Service	■
Tech bars	■
Video Conferencing support (requirement expected from year 2 only)	■

Table 2: Volume Charges

Charge Number	Unit	Number of units per Service Period	Charge per unit (£)
Service Desk & End User Services			
Per-user elements of Service Desk service	Per User, Per Month	Unit charge applicable to all volumes	■
Mobile service support	Per User, Per Month	Unit Charge applicable to all volumes	■

Charge Number	Unit	Number of units per Service Period	Charge per unit (£)
365 Platform Services support	Per User, Per Month	Unit Charge applicable to all volumes	
Incremental software and tooling costs - licence and run cost implications	Per User, Per Month	Unit Charge applicable to all volumes	
Assistive Technology user support	Per Qualifying User, Per Month	Unit Charge applicable to all volumes	
File Store and Archive Operating System (excl.) level and above	Per Gb usage, Per Month	Unit Charge applicable to all volumes	
File Store and Archive Operating System level and below including Backup and Recovery	Per Gb usage, Per Month	Unit Charge applicable to all volumes	
Heritage and Hybrid Exchange and Email Archive (excl. Storage) - Operating System (excl.) level and above	Per Exchange Server	Unit Charge applicable to all volumes	

Charge Number	Unit	Number of units per Service Period	Charge per unit (£)
Heritage and Hybrid Exchange and Email Archive (excl. Storage) - Operating System level and below	Per Exchange Server	Unit Charge applicable to all volumes	
Heritage and Hybrid Exchange Infrastructure	Per Load Balancer	Unit Charge applicable to all volumes	
Heritage and Hybrid Exchange and Email Archive Storage - Operating System (excl.) level and above	Per Gb usage, Per Month	Unit Charge applicable to all volumes	
Onsite Services Dispatch Rate*	Per Service Request, 4 Hour Response	Unit Charge applicable to all volumes	
Onsite Services Dispatch Rate*	Per Service Request Next Business Day Response	Unit Charge applicable to all volumes	
Device Support			
Laptop	Per User Device, Per Month	Unit Charge applicable to all volumes	

Charge Number	Unit	Number of units per Service Period	Charge per unit (£)
Enhanced Laptop	Per User Device, Per Month	Unit Charge applicable to all volumes	
Desktop	Per User Device, Per Month	Unit Charge applicable to all volumes	
IPhone	Per User Device, Per Month	Unit Charge applicable to all volumes	
Ipad	Per User Device, Per Month	Unit Charge applicable to all volumes	
Devices Services & Repairs			
Per-Device Security - devices	Per User Device, Per Month	Unit Charge applicable to all volumes	
Per-Device Security - handsets	Per User Device, Per Month	Unit Charge applicable to all volumes	

Charge Number	Unit	Number of units per Service Period	Charge per unit (£)
Decommissioning - devices	Per Device, per decommissioning event	Unit Charge applicable to all volumes	
Decommissioning -handsets	Per Handset, per decommissioning event	Unit Charge applicable to all volumes	
Redeployment - laptops	Per Laptop, per redeployment instance	Unit Charge applicable to all volumes	
Redeployment - phones	Per Phone, per redeployment instance	Unit Charge applicable to all volumes	
Redeployment - tablets	Per Tablet, per redeployment instance	Unit Charge applicable to all volumes	
Repairs: Average laptop components price	Per Laptop, per repair instance	Unit Charge applicable to all volumes	

Charge Number	Unit	Number of units per Service Period	Charge per unit (£)
Repairs: Flat-rate average labour charge component	Per Repair Instance	Unit Charge applicable to all volumes	

* Dispatch ticket rates will apply and be charged for onsite engineers visits outside of Tech Bar locations.

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

Table 1: Supplier Personnel Rate Card for Calculation of Time and Materials Charges and Project Charges

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
1	Systems development, TEST, Testing, Level 1			
2	Content management, INCA, Content authoring, Level 1			
3	Content management, ICPM, Content publishing, Level 1			
4	Stakeholder management, CSMG, Customer service support, Level 1			
5	Stakeholder management, ADMN, Business administration, Level 1			
6	Sales and marketing, SSUP, Sales support, Level 1			
7	Technology management, ITOP, IT infrastructure, Level 1			
8	Technology management, HSIN, Systems installation and removal, Level 1			
9	Security services, SCAD, Security operations, Level 1			
10				
11	Strategy and planning, RSCH, Research, Level 2			
12	Strategy and planning, COPL, Continuity management, Level 2			
13	Security and privacy, THIN, Threat intelligence, Level 2			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
14	Change implementation, PROF, Portfolio, programme and project support, Level 2			
15	Change analysis, REQM, Requirements definition and management, Level 2			
16	Change analysis, BSMO, Business modelling, Level 2			
17	Change analysis, BPTS, Acceptance testing, Level 2			
18	Systems development, SWDN, Software design, Level 2			
19	Systems development, PROG, Programming/software development, Level 2			
20	Systems development, SINT, Systems integration and build, Level 2			
21	Systems development, TEST, Testing, Level 2			
22	Systems development, RESD, Real-time/embedded systems development, Level 2			
23	Systems development, RFEN, Radio frequency engineering, Level 2			
24	Data and analytics, DTAN, Data modelling and design, Level 2			
25	Data and analytics, DENG, Data engineering, Level 2			
26	Data and analytics, DBAD, Database administration, Level 2			
27	Data and analytics, DATS, Data science, Level 2			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
28	Data and analytics, MLNG, Machine learning, Level 2			
29	Data and analytics, BINT, Business intelligence, Level 2			
30	User experience, USEV, User experience evaluation, Level 2			
31	Content management, INCA, Content authoring, Level 2			
32	Content management, ICPM, Content publishing, Level 2			
33	Content management, KNOW, Knowledge management, Level 2			
34	Stakeholder management, SORC, Sourcing, Level 2			
35	Stakeholder management, SUPP, Supplier management, Level 2			
36	Stakeholder management, CSMG, Customer service support, Level 2			
37	Stakeholder management, ADMN, Business administration, Level 2			
38	Sales and marketing, MKTG, Marketing, Level 2			
39	Sales and marketing, SSUP, Sales support, Level 2			
40	Technology management, ASUP, Application support, Level 2			
41	Technology management, ITOP, IT infrastructure, Level 2			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
42	Technology management, NTAS, Network support, Level 2			
43	Technology management, HSIN, Systems installation and removal, Level 2			
44	Technology management, CFMG, Configuration management, Level 2			
45	Service management, SLMO, Service level management, Level 2			
46	Service management, USUP, Incident management, Level 2			
47	Service management, CHMG, Change control, Level 2			
48	Service management, ASMG, Asset management, Level 2			
49	Security services, SCAD, Security operations, Level 2			
50	Security services, VUAS, Vulnerability assessment, Level 2			
51	Skills management, ETDL, Learning delivery, Level 2			
52	Skills management, CSOP, Certification scheme operation, Level 2			
53	Skills management, TEAC, Teaching, Level 2			
54				
55	Strategy and planning, RSCH, Research, Level 3			
56	Strategy and planning, MEAS, Measurement, Level 3			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
57	Strategy and planning, COPL, Continuity management, Level 3			
58	Security and privacy, SCTY, Information security, Level 3			
59	Security and privacy, INAS, Information assurance, Level 3			
60	Security and privacy, VURE, Vulnerability research, Level 3			
61	Security and privacy, THIN, Threat intelligence, Level 3			
62	Governance, risk and compliance, BURM, Risk management, Level 3			
63	Governance, risk and compliance, AUDT, Audit, Level 3			
64	Governance, risk and compliance, QUMG, Quality management, Level 3			
65	Governance, risk and compliance, QUAS, Quality assurance, Level 3			
66	Advice and guidance, METL, Methods and tools, Level 3			
67	Change implementation, PROF, Portfolio, programme and project support, Level 3			
68	Change analysis, BUSA, Business situation analysis, Level 3			
69	Change analysis, FEAS, Feasibility assessment, Level 3			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
70	Change analysis, REQM, Requirements definition and management, Level 3			
71	Change analysis, BSMO, Business modelling, Level 3			
72	Change analysis, BPTS, Acceptance testing, Level 3			
73	Change planning, CIPM, Organisational change management, Level 3			
74	Systems development, PROD, Product management, Level 3			
75	Systems development, DESN, Systems design, Level 3			
76	Systems development, SWDN, Software design, Level 3			
77	Systems development, NTDS, Network design, Level 3			
78	Systems development, HWDE, Hardware design, Level 3			
79	Systems development, PROG, Programming/software development, Level 3			
80	Systems development, SINT, Systems integration and build, Level 3			
81	Systems development, TEST, Testing, Level 3			
82	Systems development, PORT, Software configuration, Level 3			
83	Systems development, RESD, Real-time/embedded systems development, Level 3			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
84	Systems development, SFEN, Safety engineering, Level 3			
85	Systems development, RFEN, Radio frequency engineering, Level 3			
86	Systems development, ADEV, Animation development, Level 3			
87	Data and analytics, DTAN, Data modelling and design, Level 3			
88	Data and analytics, DBDS, Database design, Level 3			
89	Data and analytics, DENG, Data engineering, Level 3			
90	Data and analytics, DBAD, Database administration, Level 3			
91	Data and analytics, DATS, Data science, Level 3			
92	Data and analytics, MLNG, Machine learning, Level 3			
93	Data and analytics, BINT, Business intelligence, Level 3			
94	Data and analytics, VISL, Data visualisation, Level 3			
95	User experience, URCH, User research, Level 3			
96	User experience, UNAN, User experience analysis, Level 3			
97	User experience, HCEV, User experience design, Level 3			
98	User experience, USEV, User experience evaluation, Level 3			
99	Content management, INCA, Content authoring, Level 3			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
100	Content management, ICPM, Content publishing, Level 3			
101	Content management, KNOW, Knowledge management, Level 3			
102	Stakeholder management, SORC, Sourcing, Level 3			
103	Stakeholder management, SUPP, Supplier management, Level 3			
104	Stakeholder management, ITCM, Contract management, Level 3			
105	Stakeholder management, CSMG, Customer service support, Level 3			
106	Stakeholder management, ADMN, Business administration, Level 3			
107	Sales and marketing, MKTG, Marketing, Level 3			
108	Sales and marketing, SALE, Selling, Level 3			
109	Sales and marketing, SSUP, Sales support, Level 3			
110	Technology management, ASUP, Application support, Level 3			
111	Technology management, ITOP, IT infrastructure, Level 3			
112	Technology management, SYSP, System software, Level 3			
113	Technology management, NTAS, Network support, Level 3			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
114	Technology management, HSIN, Systems installation and removal, Level 3			
115	Technology management, CFMG, Configuration management, Level 3			
116	Technology management, RELM, Release and deployment, Level 3			
117	Technology management, STMG, Storage management, Level 3			
118	Technology management, DCMA, Facilities management, Level 3			
119	Service management, SLMO, Service level management, Level 3			
120	Service management, SCMG, Service catalogue management, Level 3			
121	Service management, USUP, Incident management, Level 3			
122	Service management, PBMG, Problem management, Level 3			
123	Service management, CHMG, Change control, Level 3			
124	Service management, ASMG, Asset management, Level 3			
125	Security services, SCAD, Security operations, Level 3			
126	Security services, VUAS, Vulnerability assessment, Level 3			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
127	Security services, DGFS, Digital forensics, Level 3			
128	Security services, PENT, Penetration testing, Level 3			
129	People management, RESC, Resourcing, Level 3			
130	Skills management, ETMG, Learning and development management, Level 3			
131	Skills management, TMCR, Learning design and development, Level 3			
132	Skills management, ETDL, Learning delivery, Level 3			
133	Skills management, LEDA, Competency assessment, Level 3			
134	Skills management, CSOP, Certification scheme operation, Level 3			
135	Skills management, TEAC, Teaching, Level 3			
136				
137	Strategy and planning, IRMG, Information management, Level 4			
138	Strategy and planning, ARCH, Solution architecture, Level 4			
139	Strategy and planning, EMRG, Emerging technology monitoring, Level 4			
140	Strategy and planning, RSCH, Research, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
141	Strategy and planning, INVA, Investment appraisal, Level 4			
142	Strategy and planning, FMIT, Financial management, Level 4			
143	Strategy and planning, MEAS, Measurement, Level 4			
144	Strategy and planning, SUST, Sustainability, Level 4			
145	Strategy and planning, COPL, Continuity management, Level 4			
146	Security and privacy, SCTY, Information security, Level 4			
147	Security and privacy, INAS, Information assurance, Level 4			
148	Security and privacy, VURE, Vulnerability research, Level 4			
149	Security and privacy, THIN, Threat intelligence, Level 4			
150	Governance, risk and compliance, BURM, Risk management, Level 4			
151	Governance, risk and compliance, AUDT, Audit, Level 4			
152	Governance, risk and compliance, QUMG, Quality management, Level 4			
153	Governance, risk and compliance, QUAS, Quality assurance, Level 4			
154	Advice and guidance, CNSL, Consultancy, Level 4			
155	Advice and guidance, TECH, Specialist advice, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
156	Advice and guidance, METL, Methods and tools, Level 4			
157	Change implementation, PRMG, Project management, Level 4			
158	Change implementation, PROF, Portfolio, programme and project support, Level 4			
159	Change analysis, BUSA, Business situation analysis, Level 4			
160	Change analysis, FEAS, Feasibility assessment, Level 4			
161	Change analysis, REQM, Requirements definition and management, Level 4			
162	Change analysis, BSMO, Business modelling, Level 4			
163	Change analysis, BPTS, Acceptance testing, Level 4			
164	Change planning, ORDI, Organisation design and implementation, Level 4			
165	Change planning, CIPM, Organisational change management, Level 4			
166	Systems development, PROD, Product management, Level 4			
167	Systems development, SLEN, Systems and software life cycle engineering, Level 4			
168	Systems development, DESN, Systems design, Level 4			
169	Systems development, SWDN, Software design, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
170	Systems development, NTDS, Network design, Level 4			
171	Systems development, HWDE, Hardware design, Level 4			
172	Systems development, PROG, Programming/software development, Level 4			
173	Systems development, SINT, Systems integration and build, Level 4			
174	Systems development, TEST, Testing, Level 4			
175	Systems development, PORT, Software configuration, Level 4			
176	Systems development, RESD, Real-time/embedded systems development, Level 4			
177	Systems development, SFEN, Safety engineering, Level 4			
178	Systems development, SFAS, Safety assessment, Level 4			
179	Systems development, RFEN, Radio frequency engineering, Level 4			
180	Systems development, ADEV, Animation development, Level 4			
181	Data and analytics, DATM, Data management, Level 4			
182	Data and analytics, DTAN, Data modelling and design, Level 4			
183	Data and analytics, DBDS, Database design, Level 4			
184	Data and analytics, DENG, Data engineering, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
185	Data and analytics, DBAD, Database administration, Level 4			
186	Data and analytics, DATS, Data science, Level 4			
187	Data and analytics, MLNG, Machine learning, Level 4			
188	Data and analytics, BINT, Business intelligence, Level 4			
189	Data and analytics, VISL, Data visualisation, Level 4			
190	User experience, URCH, User research, Level 4			
191	User experience, UNAN, User experience analysis, Level 4			
192	User experience, HCEV, User experience design, Level 4			
193	User experience, USEV, User experience evaluation, Level 4			
194	Content management, INCA, Content authoring, Level 4			
195	Content management, ICPM, Content publishing, Level 4			
196	Content management, KNOW, Knowledge management, Level 4			
197	Computational science, SCMO, Scientific modelling, Level 4			
198	Computational science, NUAN, Numerical analysis, Level 4			
199	Computational science, HPCC, High-performance computing, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
200	Stakeholder management, SORC, Sourcing, Level 4			
201	Stakeholder management, SUPP, Supplier management, Level 4			
202	Stakeholder management, ITCM, Contract management, Level 4			
203	Stakeholder management, RLMT, Stakeholder relationship management, Level 4			
204	Stakeholder management, CSMG, Customer service support, Level 4			
205	Stakeholder management, ADMN, Business administration, Level 4			
206	Sales and marketing, MKTG, Marketing, Level 4			
207	Sales and marketing, SALE, Selling, Level 4			
208	Sales and marketing, SSUP, Sales support, Level 4			
209	Technology management, ASUP, Application support, Level 4			
210	Technology management, ITOP, IT infrastructure, Level 4			
211	Technology management, SYSP, System software, Level 4			
212	Technology management, NTAS, Network support, Level 4			
213	Technology management, HSIN, Systems installation and removal, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
214	Technology management, CFMG, Configuration management, Level 4			
215	Technology management, RELM, Release and deployment, Level 4			
216	Technology management, STMG, Storage management, Level 4			
217	Technology management, DCMA, Facilities management, Level 4			
218	Service management, SLMO, Service level management, Level 4			
219	Service management, SCMG, Service catalogue management, Level 4			
220	Service management, AVMT, Availability management, Level 4			
221	Service management, CPMG, Capacity management, Level 4			
222	Service management, USUP, Incident management, Level 4			
223	Service management, PBMG, Problem management, Level 4			
224	Service management, CHMG, Change control, Level 4			
225	Service management, ASMG, Asset management, Level 4			
226	Service management, SEAC, Service acceptance, Level 4			
227	Security services, SCAD, Security operations, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
228	Security services, VUAS, Vulnerability assessment, Level 4			
229	Security services, DGFS, Digital forensics, Level 4			
230	Security services, PENT, Penetration testing, Level 4			
231	People management, PEMT, Performance management, Level 4			
232	People management, EEXP, Employee experience, Level 4			
233	People management, OFCL, Organisational facilitation, Level 4			
234	People management, PDSV, Professional development, Level 4			
235	People management, WFPL, Workforce planning, Level 4			
236	People management, RESC, Resourcing, Level 4			
237	Skills management, ETMG, Learning and development management, Level 4			
238	Skills management, TMCR, Learning design and development, Level 4			
239	Skills management, ETDL, Learning delivery, Level 4			
240	Skills management, LEDA, Competency assessment, Level 4			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
241	Skills management, CSOP, Certification scheme operation, Level 4			
242	Skills management, TEAC, Teaching, Level 4			
243	Skills management, SUBF, Subject formation, Level 4			
244				
245	Strategy and planning, ITSP, Strategic planning, Level 5			
246	Strategy and planning, IRMG, Information management, Level 5			
247	Strategy and planning, STPL, Enterprise and business architecture, Level 5			
248	Strategy and planning, ARCH, Solution architecture, Level 5			
249	Strategy and planning, INOV, Innovation, Level 5			
250	Strategy and planning, EMRG, Emerging technology monitoring, Level 5			
251	Strategy and planning, RSCH, Research, Level 5			
252	Strategy and planning, DEMM, Demand management, Level 5			
253	Strategy and planning, INVA, Investment appraisal, Level 5			
254	Strategy and planning, FMIT, Financial management, Level 5			
255	Strategy and planning, MEAS, Measurement, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
256	Strategy and planning, SUST, Sustainability, Level 5			
257	Strategy and planning, COPL, Continuity management, Level 5			
258	Security and privacy, SCTY, Information security, Level 5			
259	Security and privacy, INAS, Information assurance, Level 5			
260	Security and privacy, PEDP, Personal data protection, Level 5			
261	Security and privacy, VURE, Vulnerability research, Level 5			
262	Security and privacy, THIN, Threat intelligence, Level 5			
263	Governance, risk and compliance, BURM, Risk management, Level 5			
264	Governance, risk and compliance, AUDT, Audit, Level 5			
265	Governance, risk and compliance, QUMG, Quality management, Level 5			
266	Governance, risk and compliance, QUAS, Quality assurance, Level 5			
267	Advice and guidance, CNSL, Consultancy, Level 5			
268	Advice and guidance, TECH, Specialist advice, Level 5			
269	Advice and guidance, METL, Methods and tools, Level 5			
270	Change implementation, POMG, Portfolio management, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
271	Change implementation, PRMG, Project management, Level 5			
272	Change implementation, PROF, Portfolio, programme and project support, Level 5			
273	Change analysis, BUSA, Business situation analysis, Level 5			
274	Change analysis, FEAS, Feasibility assessment, Level 5			
275	Change analysis, REQM, Requirements definition and management, Level 5			
276	Change analysis, BSMO, Business modelling, Level 5			
277	Change analysis, BPTS, Acceptance testing, Level 5			
278	Change planning, BPRE, Business process improvement, Level 5			
279	Change planning, OCDV, Organisational capability development, Level 5			
280	Change planning, ORDI, Organisation design and implementation, Level 5			
281	Change planning, CIPM, Organisational change management, Level 5			
282	Change planning, BENM, Benefits management, Level 5			
283	Systems development, PROD, Product management, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
284	Systems development, DLMG, Systems development management, Level 5			
285	Systems development, SLEN, Systems and software life cycle engineering, Level 5			
286	Systems development, DESN, Systems design, Level 5			
287	Systems development, SWDN, Software design, Level 5			
288	Systems development, NTDS, Network design, Level 5			
289	Systems development, HWDE, Hardware design, Level 5			
290	Systems development, PROG, Programming/software development, Level 5			
291	Systems development, SINT, Systems integration and build, Level 5			
292	Systems development, TEST, Testing, Level 5			
293	Systems development, PORT, Software configuration, Level 5			
294	Systems development, RESD, Real-time/embedded systems development, Level 5			
295	Systems development, SFEN, Safety engineering, Level 5			
296	Systems development, SFAS, Safety assessment, Level 5			
297	Systems development, RFEN, Radio frequency engineering, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
298	Systems development, ADEV, Animation development, Level 5			
299	Data and analytics, DATM, Data management, Level 5			
300	Data and analytics, DTAN, Data modelling and design, Level 5			
301	Data and analytics, DBDS, Database design, Level 5			
302	Data and analytics, DENG, Data engineering, Level 5			
303	Data and analytics, DBAD, Database administration, Level 5			
304	Data and analytics, DATS, Data science, Level 5			
305	Data and analytics, MLNG, Machine learning, Level 5			
306	Data and analytics, BINT, Business intelligence, Level 5			
307	Data and analytics, VISL, Data visualisation, Level 5			
308	User experience, URCH, User research, Level 5			
309	User experience, UNAN, User experience analysis, Level 5			
310	User experience, HCEV, User experience design, Level 5			
311	User experience, USEV, User experience evaluation, Level 5			
312	Content management, INCA, Content authoring, Level 5			
313	Content management, ICPM, Content publishing, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
314	Content management, KNOW, Knowledge management, Level 5			
315	Computational science, SCMO, Scientific modelling, Level 5			
316	Computational science, NUAN, Numerical analysis, Level 5			
317	Computational science, HPCC, High-performance computing, Level 5			
318	Stakeholder management, SORC, Sourcing, Level 5			
319	Stakeholder management, SUPP, Supplier management, Level 5			
320	Stakeholder management, ITCM, Contract management, Level 5			
321	Stakeholder management, RLMT, Stakeholder relationship management, Level 5			
322	Stakeholder management, CSMG, Customer service support, Level 5			
323	Stakeholder management, ADMN, Business administration, Level 5			
324	Sales and marketing, MKTG, Marketing, Level 5			
325	Sales and marketing, SALE, Selling, Level 5			
326	Sales and marketing, SSUP, Sales support, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
327	Technology management, ITMG, Technology service management, Level 5			
328	Technology management, ASUP, Application support, Level 5			
329	Technology management, ITOP, IT infrastructure, Level 5			
330	Technology management, SYSP, System software, Level 5			
331	Technology management, NTAS, Network support, Level 5			
332	Technology management, HSIN, Systems installation and removal, Level 5			
333	Technology management, CFMG, Configuration management, Level 5			
334	Technology management, RELM, Release and deployment, Level 5			
335	Technology management, STMG, Storage management, Level 5			
336	Technology management, DCMA, Facilities management, Level 5			
337	Service management, SLMO, Service level management, Level 5			
338	Service management, SCMG, Service catalogue management, Level 5			
339	Service management, AVMT, Availability management, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
340	Service management, CPMG, Capacity management, Level 5			
341	Service management, USUP, Incident management, Level 5			
342	Service management, PBMG, Problem management, Level 5			
343	Service management, CHMG, Change control, Level 5			
344	Service management, ASMG, Asset management, Level 5			
345	Service management, SEAC, Service acceptance, Level 5			
346	Security services, SCAD, Security operations, Level 5			
347	Security services, VUAS, Vulnerability assessment, Level 5			
348	Security services, DGFS, Digital forensics, Level 5			
349	Security services, PENT, Penetration testing, Level 5			
350	People management, PEMT, Performance management, Level 5			
351	People management, EEXP, Employee experience, Level 5			
352	People management, OFCL, Organisational facilitation, Level 5			
353	People management, PDSV, Professional development, Level 5			
354	People management, WFPL, Workforce planning, Level 5			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
355	People management, RESC, Resourcing, Level 5			
356	Skills management, ETMG, Learning and development management, Level 5			
357	Skills management, TMCR, Learning design and development, Level 5			
358	Skills management, ETDL, Learning delivery, Level 5			
359	Skills management, LEDA, Competency assessment, Level 5			
360	Skills management, CSOP, Certification scheme operation, Level 5			
361	Skills management, TEAC, Teaching, Level 5			
362	Skills management, SUBF, Subject formation, Level 5			
363				
364	Strategy and planning, ITSP, Strategic planning, Level 6			
365	Strategy and planning, ISCO, Information systems coordination, Level 6			
366	Strategy and planning, IRMG, Information management, Level 6			
367	Strategy and planning, STPL, Enterprise and business architecture, Level 6			
368	Strategy and planning, ARCH, Solution architecture, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
369	Strategy and planning, INOV, Innovation, Level 6			
370	Strategy and planning, EMRG, Emerging technology monitoring, Level 6			
371	Strategy and planning, RSCH, Research, Level 6			
372	Strategy and planning, DEMM, Demand management, Level 6			
373	Strategy and planning, INVA, Investment appraisal, Level 6			
374	Strategy and planning, FMIT, Financial management, Level 6			
375	Strategy and planning, MEAS, Measurement, Level 6			
376	Strategy and planning, SUST, Sustainability, Level 6			
377	Strategy and planning, COPL, Continuity management, Level 6			
378	Security and privacy, SCTY, Information security, Level 6			
379	Security and privacy, INAS, Information assurance, Level 6			
380	Security and privacy, PEDP, Personal data protection, Level 6			
381	Security and privacy, VURE, Vulnerability research, Level 6			
382	Security and privacy, THIN, Threat intelligence, Level 6			
383	Governance, risk and compliance, GOVN, Governance, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
384	Governance, risk and compliance, BURM, Risk management, Level 6			
385	Governance, risk and compliance, AUDT, Audit, Level 6			
386	Governance, risk and compliance, QUMG, Quality management, Level 6			
387	Governance, risk and compliance, QUAS, Quality assurance, Level 6			
388	Advice and guidance, CNSL, Consultancy, Level 6			
389	Advice and guidance, TECH, Specialist advice, Level 6			
390	Advice and guidance, METL, Methods and tools, Level 6			
391	Change implementation, POMG, Portfolio management, Level 6			
392	Change implementation, PGMG, Programme management, Level 6			
393	Change implementation, PRMG, Project management, Level 6			
394	Change implementation, PROF, Portfolio, programme and project support, Level 6			
395	Change analysis, BUSA, Business situation analysis, Level 6			
396	Change analysis, FEAS, Feasibility assessment, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
397	Change analysis, REQM, Requirements definition and management, Level 6			
398	Change analysis, BSMO, Business modelling, Level 6			
399	Change analysis, BPTS, Acceptance testing, Level 6			
400	Change planning, BPRE, Business process improvement, Level 6			
401	Change planning, OCDV, Organisational capability development, Level 6			
402	Change planning, ORDI, Organisation design and implementation, Level 6			
403	Change planning, CIPM, Organisational change management, Level 6			
404	Change planning, BENM, Benefits management, Level 6			
405	Systems development, PROD, Product management, Level 6			
406	Systems development, DLMG, Systems development management, Level 6			
407	Systems development, SLEN, Systems and software life cycle engineering, Level 6			
408	Systems development, DESN, Systems design, Level 6			
409	Systems development, SWDN, Software design, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
410	Systems development, NTDS, Network design, Level 6			
411	Systems development, HWDE, Hardware design, Level 6			
412	Systems development, PROG, Programming/software development, Level 6			
413	Systems development, SINT, Systems integration and build, Level 6			
414	Systems development, TEST, Testing, Level 6			
415	Systems development, PORT, Software configuration, Level 6			
416	Systems development, RESD, Real-time/embedded systems development, Level 6			
417	Systems development, SFEN, Safety engineering, Level 6			
418	Systems development, SFAS, Safety assessment, Level 6			
419	Systems development, RFEN, Radio frequency engineering, Level 6			
420	Systems development, ADEV, Animation development, Level 6			
421	Data and analytics, DATM, Data management, Level 6			
422	Data and analytics, DENG, Data engineering, Level 6			
423	Data and analytics, DATS, Data science, Level 6			
424	Data and analytics, MLNG, Machine learning, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
425	User experience, URCH, User research, Level 6			
426	User experience, HCEV, User experience design, Level 6			
427	User experience, USEV, User experience evaluation, Level 6			
428	Content management, INCA, Content authoring, Level 6			
429	Content management, ICPM, Content publishing, Level 6			
430	Content management, KNOW, Knowledge management, Level 6			
431	Computational science, SCMO, Scientific modelling, Level 6			
432	Computational science, NUAN, Numerical analysis, Level 6			
433	Computational science, HPCC, High-performance computing, Level 6			
434	Stakeholder management, SORC, Sourcing, Level 6			
435	Stakeholder management, SUPP, Supplier management, Level 6			
436	Stakeholder management, ITCM, Contract management, Level 6			
437	Stakeholder management, RLMT, Stakeholder relationship management, Level 6			
438	Stakeholder management, CSMG, Customer service support, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
439	Stakeholder management, ADMN, Business administration, Level 6			
440	Sales and marketing, MKTG, Marketing, Level 6			
441	Sales and marketing, SALE, Selling, Level 6			
442	Sales and marketing, SSUP, Sales support, Level 6			
443	Technology management, ITMG, Technology service management, Level 6			
444	Technology management, CFMG, Configuration management, Level 6			
445	Technology management, RELM, Release and deployment, Level 6			
446	Technology management, STMG, Storage management, Level 6			
447	Technology management, DCMA, Facilities management, Level 6			
448	Service management, SLMO, Service level management, Level 6			
449	Service management, AVMT, Availability management, Level 6			
450	Service management, CPMG, Capacity management, Level 6			
451	Service management, CHMG, Change control, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
452	Service management, ASMG, Asset management, Level 6			
453	Service management, SEAC, Service acceptance, Level 6			
454	Security services, SCAD, Security operations, Level 6			
455	Security services, DGFS, Digital forensics, Level 6			
456	Security services, PENT, Penetration testing, Level 6			
457	People management, PEMT, Performance management, Level 6			
458	People management, EEXP, Employee experience, Level 6			
459	People management, OFCL, Organisational facilitation, Level 6			
460	People management, PDSV, Professional development, Level 6			
461	People management, WFPL, Workforce planning, Level 6			
462	People management, RESC, Resourcing, Level 6			
463	Skills management, ETMG, Learning and development management, Level 6			
464	Skills management, ETDL, Learning delivery, Level 6			
465	Skills management, LEDA, Competency assessment, Level 6			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
466	Skills management, CSOP, Certification scheme operation, Level 6			
467	Skills management, TEAC, Teaching, Level 6			
468	Skills management, SUBF, Subject formation, Level 6			
469				
470	Strategy and planning, ITSP, Strategic planning, Level 7			
471	Strategy and planning, ISCO, Information systems coordination, Level 7			
472	Strategy and planning, IRMG, Information management, Level 7			
473	Strategy and planning, STPL, Enterprise and business architecture, Level 7			
474	Strategy and planning, INOV, Innovation, Level 7			
475	Security and privacy, SCTY, Information security, Level 7			
476	Security and privacy, INAS, Information assurance, Level 7			
477	Governance, risk and compliance, GOVN, Governance, Level 7			
478	Governance, risk and compliance, BURM, Risk management, Level 7			
479	Governance, risk and compliance, AUDT, Audit, Level 7			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
480	Governance, risk and compliance, QUMG, Quality management, Level 7			
481	Advice and guidance, CNSL, Consultancy, Level 7			
482	Change implementation, POMG, Portfolio management, Level 7			
483	Change implementation, PGMG, Programme management, Level 7			
484	Change implementation, PRMG, Project management, Level 7			
485	Change planning, BPRE, Business process improvement, Level 7			
486	Change planning, OCDV, Organisational capability development, Level 7			
487	Change planning, ORDI, Organisation design and implementation, Level 7			
488	Systems development, DLMG, Systems development management, Level 7			
489	Systems development, SLEN, Systems and software life cycle engineering, Level 7			
490	Data and analytics, DATS, Data science, Level 7			
491	Content management, KNOW, Knowledge management, Level 7			
492	Computational science, SCMO, Scientific modelling, Level 7			

	Staff Grade	Onshore Day Rate (£)	Nearshore Day Rate (£)	Offshore Day Rate (£)
493	Computational science, NUAN, Numerical analysis, Level 7			
494	Computational science, HPCC, High-performance computing, Level 7			
495	Stakeholder management, SORC, Sourcing, Level 7			
496	Stakeholder management, SUPP, Supplier management, Level 7			
497	Stakeholder management, RLMT, Stakeholder relationship management, Level 7			
498	Technology management, ITMG, Technology service management, Level 7			
499	Service management, SLMO, Service level management, Level 7			
500	Skills management, ETMG, Learning and development management, Level 7			
501	Skills management, TEAC, Teaching, Level 7			
502	Skills management, SUBF, Subject formation, Level 7			

Out of Hours Uplift applicable

Public / Bank Holidays	
Monday to Friday outside of working hours	
Saturdays	
Sundays	

Table 2: Maximum Time and Materials Charges

Charge Description	Maximum Time and Materials Charges (the cap) (£)
Mobilisation Profile	
T&T Transition Director	
T&T Test Manager	
T&T Enterprise Architect	
T&T Transition Manager SD	
T&T Transition Manager EUS	
T&T PMO Manager	
Programme Planner	
T&T PMO SME1 - Risk Manager	
T&T PMO SME 2 - Governance and QA	
Client Security Manager (CSS)	
Contract / Commercial Manager	
Procurement	
Solution Design	
T&M Contingency Cap @ 20% of Mobilisation Charges	

Part D – Allowable Assumptions

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
1.	The Supplier will be able to become an Admission Body in the Environment Agency Pension Fund (EAPF, part of the Local Government Pension Scheme ("LGPS")) in order to allow the four employees who as at the date of this Contract participate in a defined benefit pension scheme which is broadly comparable to the LGPS to be re-admitted into the LGPS.	The requirement will be fulfilled. No impact to Implementation The cost associated is included in the proposal.						Not Applicable	Not Applicable	60 Months	3 April 2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	**Description of proposed Allowable Assumption**	**Impact on the Implementation Plan if the Allowable Assumption is not accurate**	**Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)**	**Basis of Calculation of Cost Impact**	**Applicable Profit Margin**	**Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)**	**Verification Method (how the Supplier will verify the Allowable Assumption)**	**Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)**	**Period of Impact (period that the updated assumption will have an impact)**	**Expiry Date (Date at which the Allowable Assumption expires)**
5.	"Supplier used the following assumptions to estimate support for Heritage and Hybrid Exchange: - Heritage and Hybrid Exchange and Email Archive (excl. Storage) - Operating System (excl.) level and above 6 - this includes Exchange Servers & Mailboxes - Heritage and Hybrid Exchange and Email Archive (excl. Storage) - Operating System level and below 6 - this includes Operating Systems - Heritage and Hybrid Exchange	Supplier expects Buyer to provide these details during Transition period in Mobilisation phase. Potential delay of up to 10 days if not provided on time subject to when the data is provided.						Buyer to provide details on environment architecture.	Provision of relevant information as specific in the assumption.	Contract Period.	03/04/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	and Email Archive Storage - Operating System (excl.) level and above - we assume the volume is to be read as 9800 GB being 9.8 TB (management of the Direct Attached Storage to the server)."									
6.	"For AD/IDAM Supplier assumes the following volumes: - 2 domains (the win11 & TMO test domain) - 40 OUs - 1 forrest - 12 domain controllers - 50 SaaS applications and 3 trust relationships	Supplier expects Buyer to provide these details during Transition period in Mobilisation phase. Potential delay of up to 10 days if not provided on time subject to					Buyer to provide details on environment architecture.	Provision of relevant information as specific in the assumption.	Contract Period .	03/04/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	- 2 Certificate Authority (AD based) servers & 2 Certificate Authority Types"	when the data is provided.	███████							
7.	"Supplier assumes application packaging is a Tier2 service as packaging is request based. Supplier assumed the following volumes: # Evergreen application products per anno; for Evergreen App Management shared	Supplier expects Buyer to provide these details during Transition period in Mobilisation phase. Potential delay of up to 10 days if not provided on	███████					Buyer to provide details on environment architecture and volumes.	Provision of relevant information as specific in the assumption.	Contract Period .	03/04/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	model NB!; Make sure to check L4D for latest evergreen SW basket list. 15 # of New applications considered for Evergreen per anno Incrementally (applicable for Silver and Gold apps) 3 # MSI apps packages per anno 60 # MSI and APP-V apps packages per anno 75 # MSI apps packages per anno 15 # MAC apps packages per anno 4	time subject to when the data is provided.								

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	# MAC apps packages per anno 5 # MAC apps packages per anno 1 Only Customer specific complex Mobile apps require packaging. Apps classified as simple and medium do not require packaging. 2 # reports in UAM Central: 4 by default 4"		███████████████							
15.	Supplier assumes the Load Balancer management refers to Exchange Load Balancing service.	Supplier expects Buyer to provide these details during Transition period in Mobilisation	███████████████				Buyer feedback to Supplier proposed assumption.	Provision of relevant information as specific in the assumption.	Contract Period .	03/04/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
		phase. Potential delay of up to 10 days if not provided on time subject to when the data is provided.								
16.	File Store is considered as a single solution for both pricing elements and costed as two inseparable elements as this is a single environment within Azure. Service includes management of the landing zone,	Supplier expects Buyer to provide these details during Transition period in Mobilisation phase. Potential delay of up to 10 days if not provided on					Buyer to provide details on environment architecture.	Provision of relevant information as specific in the assumption.	Contract Period .	03/04/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	operating systems (2x) and DFS.	time subject to when the data is provided.								
20.	"For avoidance of doubt, the following pricing categories were interpreted as follows: - 365 Platform Services support - this includes: Basic Platform support excluding SharePoint online, DLP and M365 evergreen. Exchange online protection Tenant & Test tenant operation	Supplier expects for these clarifications to be provided upon Mobilisation commencement latest as this may impact commercials as well as accurate resourcing. Potential delay resulting from lack of information					Buyer feedback	Provision of relevant information as specific in the assumption.	Contract Period .	03/04/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	**Description of proposed Allowable Assumption**	**Impact on the Implementation Plan if the Allowable Assumption is not accurate**	**Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)**	**Basis of Calculation of Cost Impact**	**Applicable Profit Margin**	**Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)**	**Verification Method (how the Supplier will verify the Allowable Assumption)**	**Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)**	**Period of Impact (period that the updated assumption will have an impact)**	**Expiry Date (Date at which the Allowable Assumption expires)**
	- End Point Security - this includes identity and access management activities: Privileged Identity Management Disaster recovery test Azure AD Connect Password protection App provision and MyApps portal support Application proxy Identity Protection - Key Management and Certificate Enrolment - this includes certificate enrolment - Public Key Infrastructure - this includes PKI infra support	provided up to 20 days.								

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	- Automated Update Service - this includes M365 evergreen+- Application Management SWD and SWP including Evergreen for 15 core apps - Device Support - this includes all.Intune - non security activities - Per Device Security (devices & handsets) - this includes Policies, patching install and configuration."									
26	The following monitoring solutions will be used for the purpose of service delivery:	Supplier expects Buyer to provide these details during Transition and					Buyer & Supplier agreement upon discovery	Provision of relevant information as specified in the assumption.	Contract Period .	03/10/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	• Microsoft 365 – this will leverage cloud native set of monitoring capabilities and feed data into Buyer's ServiceNow • Citrix and VMware Horizon – this will leverage existing native set of monitoring capabilities. It is assumed these are fit for purpose. • AVD & Windows 365 – these are non-production workloads and as such will not require monitoring capabilities until they move to production • Heritage Exchange – this environment is to be	for Parties to agree course of action upon discovery. Potential delay of up to 40 days if not agreed on time.								

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	decommissioned prior to Service Commencement Date, however should it remain Parties will work to implement Supplier provided monitoring solutions • Azure Filestore - this will leverage cloud native set of monitoring capabilities (Azure Monitor). Should Supplier require to deploy monitoring solutions for on-premise Supplier will deploy its own monitoring solutions which will integrate with Buyer's ServiceNow.									

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
27	Based on the information provided (FEUSPP_ITT_CQ076) that "event tickets are created automatically within the [ServiceNow] tool and the fact that it is expected that existing monitoring solutions are integrated with ServiceNow event management and tickets are routed automatically with no requirement for intervention by Service Desk or teams other than actual resolver groups. Should this	Supplier expects Buyer to provide these details during Transition and for Parties to agree course of action upon discovery. Potential delay of up to 40 days if not agreed on time.	▮	▮	▮	▮	Buyer & Supplier agreement upon discovery	Provision of relevant information as specified in the assumption.	Contract Period .	03/10/2025

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)
	not be the case Supplier will incur additional efforts to monitor events and/or for Buyer to support required integration of alerts to ServiceNow.									
28	Based on information provided in ITT and CQ responses Supplirt solution for Videoconferencing and Meeting Rooms Support is based on the assumption all 105 Meeting Room devices across 39 Buyer locations.	Supplier expects Buyer to provide these details prior to service onboarding in 2026.					Buyer & Suplier agreement upon discovery	Provision of relevant information as specified in the assumption.	Contract Period .	02/03.2026 or at service onboarding

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11
Ref	Description of proposed Allowable Assumption	Impact on the Implementation Plan if the Allowable Assumption is not accurate	Cost Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Basis of Calculation of Cost Impact	Applicable Profit Margin	Charge Impact (maximum, minimum and most likely values if the Allowable Assumption is not accurate)	Verification Method (how the Supplier will verify the Allowable Assumption)	Trigger for Invocation (what will determine that the Implementation Plan and/or Financial Model may require adjustment for the Allowable Assumption)	Period of Impact (period that the updated assumption will have an impact)	Expiry Date (Date at which the Allowable Assumption expires)

Where the Supplier is unable to become an Admission Body as described in Allowable Assumption 1 above and must instead establish a broadly comparable scheme for the impacted employees, any changes to the Charges shall be agreed via the Change Control Procedure subject to the Supplier providing on a transparent basis full details of (1) the assumed costs of the LGPS Scheme included within the Charges ("**Baseline Costs**"); and (2) a full breakdown of any additional costs and expenses (additional to the Baseline Costs) associated with the establishment of the broadly comparable scheme including all set-up costs (in circumstances where the Supplier does not have a suitable existing scheme in which the employees can participate), on-going administrative costs and contribution rates.

Part E – Early Termination Fee(s)

Where the Buyer terminates this Contract (in whole or in part) under Clause 35.1.9 (Termination Without Cause), the Buyer must pay the Supplier's reasonable committed and unavoidable Losses provided that:

(a)   the Supplier provides a fully itemised and costed schedule with evidence; and

(b)   the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated.