

# Pricing Document

Mosaic Professional Services - Day Rate Card

GCloud 11



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This pricing document does not constitute a formal offer and is for information purposes only. Should the customer subsequently wish to proceed, the normal agreed contracting process will be applied, including the provision of fixed pricing.

# 1. Mosaic Professional Services

## 1.1 Rate Card Pricing

Role	Day Rate
Developer / Tester / Data Migration Specialist	£800
Project Manager / Product Specialist / Trainer	£950
Senior Project Manager / Product Specialist / Developer / Consultant	£1,100

# 2. Pricing notes

All day rates quoted are exclusive of expenses, which will be charged to the customer at cost.

Discounts may be available for pre-purchased blocks of training, development or consultancy days, and specific implementation projects. Pricing will be provided upon request.

## 2.1 Implementation Project Management

Following acceptance of a quote and receipt of the Customer's Purchase Order, a named Servelec Project Manager will be assigned.

A draft implementation plan will be provided by Servelec and agreed with the Customer prior to commencement of the project.

The software will be delivered with standard configuration and reports, the Implementation timetable is deliverable with the customer adhering to standard configuration changes as set out in the project documentation.

The implementation project timetable is dependent on the Customer's commitment to allocating the correct resources and them being available at the appropriate time.

Training costs are based on a train-the-trainer basis.

Regular progress meetings are included in the 'in house' days – the Servelec Project Manager will attend progress meetings regularly and at least every month. Additional 'on site' days are also included to support other specific activities eg, additional detailed initial planning workshops (and potentially at go live).

Any issues found following Go Live will be resolved via the usual helpdesk protocol.

## 2.2 Customer Responsibilities

- i. The Customer will make available a key point of contact for the above projects who will liaise with the Servelec's Project Manager. This key contact will be jointly involved in planning the key dates for activities during the project implementations and supporting the progress reviews.
- ii. The Customer is responsible for ensuring that business representatives (and third-parties if/when involved) will be available in a timely way to liaise with the Servelec in order to progress delivery of the solution.
- iii. The Customer shall undertake all Customer activities including testing and sign-off within a timeframe to be agreed between the parties.
- iv. The Customer will be responsible for extracting and cleansing data from the source legacy system and supply, in line with the implementation plan, to Servelec in a suitable format for migration into Mosaic.
- v. The Customer is responsible for ensuring that their local business processes are updated to reflect their use of Finestra, and that staff are appropriately trained.
- vi. The customer will complete the development of non-standard reports and configuration.
- vii. The customer will complete the testing and sign off ahead of Go Live.
- viii. The customer will ensure the correct resources are aligned to deliver the project.
- ix. The customer will provide a suitable training venue and necessary facilities and equipment for training.

## 2.3 Servelec Responsibilities

- i. Servelec's Project Manager will provide a project plan and regular updates and calls to the Customer team to monitor progress
- ii. Provide the agreed number of days of train-the-trainer training at one customer site.
- iii. Support the testing and delivery phase of the project.
- iv. Migration of data supplied by the Customer.
- v. Provide the agreed number of Technical support days for configuration of the software.
- vi. Provide the agreed number of Technical support days for the Customer's testing and pre go-live assurance activities.
- vii. Dedicated project management, product/technical guidance and progress monitoring for the duration of the project.
- viii. Remote Go-live support.
- ix. Project handover (where appropriate) to the Customer for on-going support and maintenance.

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