

SFIA Rate Card & Pricing Document

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Skills For the Information Age (SFIA) Definitions and rate card

Standard rate card

	Strategy / Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1. Follow	£ 255.00	£ N/A	£ 255.00	£ N/A	£ N/A	£ 255.00
2. Assist	£ 485.00	£ 485.00	£ 485.00	£ 485.00	£ 485.00	£ 485.00
3. Apply	£ 685.00	£ 685.00	£ 685.00	£ 685.00	£ 685.00	£ 685.00
4. Enable	£ 850.00	£ 850.00	£ 850.00	£ 850.00	£ 850.00	£ 850.00
5. Ensure/Advise	£ 970.00	£ 970.00	£ 970.00	£ 970.00	£ 970.00	£ 970.00
6. Initiate/Influence	£ 1,120.00	£ 1,120.00	£ 1,120.00	£ 1,120.00	£ 1,120.00	£ 1,120.00
7. Set Strategy/Inspire	£ 1,375.00	£ 1,375.00	£ 1,375.00	£ 1,375.00	£ 1,375.00	£ 1,375.00

Standards for consultancy day rate cards

- **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
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

The rate card above applies to engagements delivered on a Time and Materials basis only.

Fixed Price Option

- Sundown Solutions Limited would be happy to discuss offering a Fixed Price engagement with any prospective contracting parties. In this situation, a risk-premium may be added to reflect the requirements of such an arrangement.

Minimum Viable Delivery Team

- Sundown Solutions Limited governance and quality assurance policies dictate a minimum level of technical and project management governance is present in every engagement. Project teams will always include an element of senior architect and engagement management resources in an oversight capacity.

Subcontracting

- Sundown Solutions Limited reserves the right to subcontract certain roles to our existing subcontractor partners based on availability of permanent staff at appropriate grades.

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Level definitions

	Autonomy	Influence	Complexity	Business skills
1. Follow	<p>Works under close supervision.</p> <p>Uses little discretion.</p> <p>Is expected to seek guidance in expected situations.</p>	<p>Interacts with immediate colleagues.</p>	<p>Performs routine activities in a structured environment.</p> <p>Requires assistance in resolving unexpected problems.</p>	<ul style="list-style-type: none"> - uses basic information systems and technology functions, applications, and processes - demonstrates an organised approach to work - learns new skills and applies newly acquired knowledge - has basic oral and written communication skills - contributes to identifying own development opportunities
2. Assist	<p>Works under routine supervision.</p> <p>Uses minor discretion in resolving problems or enquiries.</p> <p>Works without frequent reference to others.</p>	<p>Interacts with and may influence immediate colleagues.</p> <p>May have some external contact with customers and suppliers.</p> <p>May have more influence in own domain.</p>	<p>Performs a range of varied work activities in a variety of structured environments.</p>	<ul style="list-style-type: none"> - understands and uses appropriate methods, tools and applications. - demonstrates a rational and organised approach to work - is aware of health and safety issues. Identifies and negotiates own development opportunities - has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team - is able to plan, schedule and monitor own work within short time horizons

	Autonomy	Influence	Complexity	Business skills
				<ul style="list-style-type: none"> - absorbs technical information when it is presented systematically and applies it effectively
3. Apply	<p>Works under general supervision.</p> <p>Uses discretion in identifying and resolving complex problems and assignments.</p> <p>Usually receives specific instructions and has work reviewed at frequent milestones.</p> <p>Determines when issues should be escalated to a higher level.</p>	<p>Interacts with and influences department/project team members.</p> <p>May have working level contact with customers and suppliers.</p> <p>In predictable and structured areas may supervise others.</p> <p>Makes decisions which may impact on the work assigned to individuals or phases of projects.</p>	<p>Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.</p>	<ul style="list-style-type: none"> - understands and uses appropriate methods, tools and applications. - demonstrates an analytical and systematic approach to problem solving - takes the initiative in identifying and negotiating appropriate development opportunities. - demonstrates effective communication skills. - contributes fully to the work of teams - plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures - absorbs and applies technical information - works to required standards - understands and uses appropriate methods, tools and applications - appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client

	Autonomy	Influence	Complexity	Business skills
4. Enable	<p>Works under general direction within a clear framework of accountability.</p> <p>Exercises substantial personal responsibility and autonomy.</p> <p>Plans own work to meet given objectives and processes.</p>	<p>Influences team and specialist peers internally. Influences customers at account level and suppliers.</p> <p>Has some responsibility for the work of others and for the allocation of resources.</p> <p>Participates in external activities related to own specialism.</p> <p>Makes decisions which influence the success of projects and team objectives.</p>	<p>Performs a broad range of complex technical or professional work activities, in a variety of contexts.</p>	<ul style="list-style-type: none"> - selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving - communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences - facilitates collaboration between stakeholders who share common objectives - plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. - rapidly absorbs new technical information and applies it effectively - has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. - maintains an awareness of developing technologies and their application and takes some responsibility for personal development

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	Autonomy	Influence	Complexity	Business skills
5. Ensure or advise	<p>Works under broad direction.</p> <p>Is fully accountable for own technical work and/or project/ supervisory responsibilities.</p> <p>Receives assignments in the form of objectives.</p> <p>Establishes own milestones and team objectives, and delegates responsibilities.</p> <p>Work is often self-initiated.</p>	<p>Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism.</p> <p>Has significant responsibility for the work of others and for the allocation of resources.</p> <p>Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget.</p> <p>Develops business relationships with customers.</p>	<p>Performs a challenging range and variety of complex technical or professional work activities.</p> <p>Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.</p> <p>Understands the relationship between own specialism and wider customer or organisational requirements.</p>	<ul style="list-style-type: none"> - advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives - analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets - communicates effectively, formally and informally, with colleagues, subordinates and customers - demonstrates leadership - facilitates collaboration between stakeholders who have diverse objectives - understands the relevance of own area of responsibility or specialism to the employing organisation - takes customer requirements into account when making proposals - takes initiative to keep skills up to date. Mentors more junior colleagues - maintains an awareness of developments in the industry - analyses requirements and advises on scope and options for operational improvement

	Autonomy	Influence	Complexity	Business skills
				<ul style="list-style-type: none"> - demonstrates creativity and innovation in applying solutions for the benefit of the customer
6. Initiate or influence	<p>Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects.</p> <p>Establishes organisational objectives and delegates responsibilities</p> <p>Is accountable for actions and decisions taken by self and subordinates.</p>	<p>Influences policy formation on the contribution of own specialism to business objectives.</p> <p>Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level.</p> <p>Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.</p> <p>Develops high-level relationships with</p>	<p>Performs highly complex work activities covering technical, financial and quality aspects.</p> <p>Contributes to the formulation of IT strategy.</p> <p>Creatively applies a wide range of technical and/or management principles.</p>	<ul style="list-style-type: none"> - absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk - understands the implications of new technologies - demonstrates clear leadership and the ability to influence and persuade - has a broad understanding of all aspects of IT and deep understanding of own specialism(s). - understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation - takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry

	Autonomy	Influence	Complexity	Business skills
		customers, suppliers and industry leaders.		

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<p>7. Set Strategy and inspire</p>	<p>Has authority and responsibility for all aspects of a significant area of work, including policy formation and application.</p> <p>Is fully accountable for actions taken and decisions made, both by self and subordinates</p>	<p>Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels.</p> <p>Advances the knowledge and/or exploitation of IT within one or more organisations.</p> <p>Develops long-term strategic relationships with customers and industry leaders.</p>	<p>Leads on the formulation and application of strategy.</p> <p>Applies the highest level of management and leadership skills.</p> <p>Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.</p>	<ul style="list-style-type: none"> - has a full range of strategic management and leadership skills - understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner - has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT - communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies - assesses the impact of legislation, and actively promotes compliance - takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.
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BedStateTracker

Pricing Matrix – BedStateTracker

Qty of Homes Covered across CCG	Annuity Service Fee
1-29	£99.00 per Home p/annum
30 - 69	£79.00 per Home p/annum
70 - 149	£59.00 per Home p/annum
150>	£49.00 per Home p/annum

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Development Desk

The demand for quality development assets is extremely high which means recruiting, training and retaining quality development assets is a very costly, lengthily and inconsistent process. The Sundown Development desk rectifies this problem by giving its customers guaranteed development hours across the month during a contractual year, which can be used as needed.

Our Managed Service Support & Development Desk offerings provides clients with the flexibility they need in this ever-changing world, through the implementation of a truly Hybrid support function, which not only provides a level of T2/T3 Maintenance during the year, but also Development expertise to aid enhancements and upgrades periodically.

Based on our experience of delivering similar contracts to other clients, we offer the service from a starting point of 60 x tickets / calls logged with our services and development desk during the course of the annual terms.

The tickets can be used in the following way:

1 x incident fixed through to resolution Or

2 hours of development time (defining requirements, running workshops, creating product / enhancement of services)

Important to note that we allow a maximum of 20% of incident tickets available (e.g. $60 \times 20\% = 12$) to be carried over into the following year of a multi-year term of 3 or more.

Development Desk Service Costs

Qty of Tickets p/year	Cost per Ticket	Multi-Year Discount
60	£95	10%
150	£85	
250	£75	
500	£65	

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Digital Armour

£2.50 to £1,375 per unit a Transaction.

Based on customer requirements ranging from an app deployment through to comprehensive training support.

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Managed IT Services

What the service is. Sundown Managed IT Service Desk provides a single point of technical coordination to perform and orchestrate the resolution and fulfilment lifecycle of technical Cloud and application services (L2/L3) which our customers rely upon to support their own businesses. Managing supporting infrastructure and service component Events, Incidents and Requests to agreed service levels relevant to business priority demands and underpinning contract terms.

Sundown Technical support offers services such as:

- Initiation/setup of technical support capability and supporting tools/interfaces
- End to end managed lifecycle of technical Events/Incidents/ Requests
- Triage, implementation and resolution using Sundown or customer toolsets • Collaboration with relevant support functions and contributing suppliers
- Focused resolution utilising available tools, knowledge and information
- Quality management of Contacts, Incidents and Requests tickets
- Monitoring and escalation to facilitate resolution within SLA/OLA targets
- Demonstrate compliance ITIL v3.0 and ISO/IEC20000 service processes and procedures
- Open adaptive model to promote interworking between teams (Agile/DevOps,/ITIL) Proactive approach to identify fault trends/RCAs and address underlying issues/problems

Any onboarding and offboarding support you provide

Where relevant, Sundown works with customers to define and validate their application requirements to determine the exact configuration of their solution. The on-boarding and off-boarding process is dependent on the specific requirements of the solution, service required, and the delivery methodology agreed upon. Typically, this process includes documentation and knowledge transfer activities

Service constraints like maintenance windows etc.

Sundown has not identified any service constraints in our service offering. For maintenance windows, Sundown adheres to the following. Planned Maintenance "Planned Maintenance" means any pre-planned maintenance of any infrastructure relating to the Services Sundown provides. Sundown provides the customer with at least twenty-four (24) hours' advance notice of any such planned maintenance, the details of which will be discussed and agreed in advance with the customer. Emergency Maintenance "Emergency Maintenance" means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, Sundown provides the customer with at least six (6) hours' advance notice, of any such planned maintenance, the details of which will be discussed and agreed in advance with the customer.

Service levels, performance, availability, and support hours

Service Levels and KPIs are developed to focus Sundown on realising the right outcomes according to the business priorities and drivers.

Our support services are tailored to the requirements of the customer and Service Levels are designed to meet the customers' requirements. The cost of support depends on a combination of the support scope, the service levels required and the hours of service. Each support arrangement is customised to the complexity, and criticality of the services being managed and supported. It is also dependent on the underlying SLAs of the hosting platform provided. Sundown provides a Service Delivery Lead Capability, escalation contacts and process for both technical and service-related escalations. Sundown believes in Continual Service Improvement and agrees a process with customers as to how this activity is conducted to ensure mutual benefit.

Examples of the support arrangements Sundown currently provides are as follows:

- Business hours support (Monday to Friday, 8:30am to 6:00pm)
- Extended business hours support (Monday to Friday 0800 – 2000)
- Core hours support (Monday to Sunday, 8:30am to 6:00pm)
- 24/7 support (365 days per year, 24 hours per day)

Service Credits

Sundown agrees compensation models (service credits) tailored to each customer's needs, for each development as required.

Ordering & Invoicing

Sundown accepts electronic orders and provides electronic invoices. Please contact us at the email address above if you would like to discuss this further. For any orders placed, Sundown provides order confirmation which includes a detailed cost breakdown. Prior to the commencement of any work secured under the G-Cloud framework, Sundown request that you provide a customer acceptance of the order and also the completion of a Call-Off Contract. In certain circumstances, Sundown can commence work on a Letter of Intent which indicates that orders and call-offs are being prepared. Sundown agrees the invoicing frequency and mechanism in advance of any assignment commencing.

Fair Use Policy & Flexibility

The Sundown Technical Service Desk is a PAYG, all you can eat offering. We have an acceptable use policy of 22 tickets per week for each customer based on the standard pricing, which would then increase accordingly as outlined in the pricing matrix below. Each Technical Service Desk can be "tweaked" based on a customer's needs to bring things in or out of scope – these are reviewed quarterly. This includes things like dropping out the patching module (which we provide for on premises customers) and replacing it with Azure AD management (which our pure cloud customers use) or some development hours instead.

Managed IT Service - Pricing Structure

Avg. # of Tickets per week	Monthly Fee
22	£3,000
45	£5,500
75	£8,000

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NHS Partner Portal (Extranets)

A unit a year £6,500-£10,000

Based on customer requirements

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M365 / O365 Azure Migration & Support

Based on customer requirements.

£3,000 a unit a month

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M365 / O365 Migration Consultancy

£250 to £825 Per Person Per Day

Based on customer requirements.

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Office 365 Modern Workplace – File Synchronisation & Restoration

£550 to £975 a Unit a Day

Based on customer requirements.

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PowerCleanse™

Legacy File Shares... the problem with “kicking it into the long grass” is you eventually need to cut it!

Power Cleanse addresses the large structured and unstructured file share issues head on!

Your data is unique to your company and needs to be treated as such

- **Power Cleanse is engagement lead** – not just a tool, but a real-life engagement
- **Comes in varieties to fit your estate, budget and time**
- **Qualifies for the Microsoft Planning days**
- **Works by applying your logic to your data**
- Utilises your file plans or our suggested file plans
- Reports on the data you currently have
- Allows intelligent deionising and rules estimation
- Moves, Classifies and sorts the data according to your preference
-



The Power Cleanse Engagement works in four stages:

1. **Scan & Plan** – This scans the data and outputs the report, this is where you can see the business intelligence behind your data and make informed decisions
2. **Rules & Classifications** – This is where you define rules to check against the content and map this to desired classifications (OFFICIAL, OFFICIAL SENSITIVE...)
3. **Archive & Cleanse** – The two archive centres are created (Archive and Archive to delete) Allowing you to immediately archive off relevant data and all content for deletion to be moved to the Archive to Delete site with a full IRM in-place to delete after xxx months automatically.

4. **Move & Manage** – The final managed move. Includes informing user estates of the change and moving content to the relevant areas – back with T2 web chat and support to assist with outliers and issues

Service Costs:

Starting from £12,500 p/engagement and costed based on data store size

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PowerDefence™

£12,500 a Transaction

Based on customer requirements.

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PowerReview™

£10,000 a Transaction

Based on customer requirements.

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PowerTransform – Microsoft Cloud Orchestration & Migration Services

Sundown Solutions have developed PowerTransform offering, as a tooling and manpower engagement which supports the move to the M365 Cloud using world class automation and orchestration capability.

This same tech and approach has underpinned the successful migration of 000,000's of users globally with limited / zero touch, and allowing for delegation of migration rights down to single user on a site / office location.

Unlike many other tools on the market which focus heavily on one product within the M365 stack, PowerTransform covers the entire core suite and through the most powerful Powershell Engine available and will migrate from any platform which Microsoft supports natively to M365 / Azure.

Service features

- Underpinned by our GB Patented Credential-Less technology
- User self-migration, without additional privilege
- Group or delegated user migrations, without additional privilege
- Any PowerShell command/script can be run pre/post user migration
- Facilitates velocity migration (search filter/database/server)
- Facilitates scheduled migration (search filter/database/server) • Migration of shared accounts, post all using users migrated.
- Full Auditing of current migrations and status – user level

- Sundown IP developed to make the complex, simple
- Qualifies for the Microsoft Planning days DPS

Service benefits

- Tooling enables orchestration & automation across entire M365 stack
- Used to orchestrate & automate enterprise Skype > Teams migrations
- Used to deliver ANY native Office 365 migration
- Orchestrates the migration of any natively supported platform into M365
- The most powerful 'Powershell Integration Engine' available
- Customisable integration to any API driven application
- Extendable to facilitate cloud 1st migration strategy across Azure/AWS
- Full integration with AD inc DirSync event handling
- Cost effective, results driven, outcome based
- Interactive dashboard ensures full stakeholder visibility of progress

Setup or migration service is for specific cloud services

- Microsoft Office 365
- Active Directory Service
- PowerApps / Analytics / Business Intelligence
- Microsoft Azure
- SharePoint Online & SharePoint Governance
- MS Teams & Cloud Voice
- Exchange Online
- Modern Workplace, Autopilot, Intune, Security, Endpoint Manager
- Enterprise Databases – SQL Server
- Legacy File Share Migration – PowerCleanse

Ongoing Support

Aside from the support we deliver to our own proprietary products, we also operate a technical escalation service desk, which delivers L2 / L3 / L4 support across the Azure & M365 stack, maintaining our customers cloud based solutions with the highest level of skill set and business rigor.

The service desk will cover any issues raised against the Azure & O365 tenancy with options for a PAYG, all you can eat offering it provides ultimate flexibility to our customers. Each service desk can be “tweaked” based on a customer’s needs to bring things in or out of scope.

This includes things like dropping out the patching module (which we provide for on premises customers) and replacing it with Azure AD management (which our pure cloud customers use) or some SharePoint development hours instead.

All of our Service Desk capability is delivered from the UK and by BPSS / SC & DV Cleared resources - all services listed on DigitalMarketplace

Pricing

Service attribute name

Service attribute

Price

From £12,500 per transaction – based on initial discovery and tooling set up

Discount for educational organisations

Yes

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Secure Extranet External Sharing Solution

£5000 – £6,500 a Unit a Year

Based on customer requirements.

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SES Cloud Secure – Public Cloud Encryption

£2.50 – £4.50 a User a Month

Based on customer requirements.

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SharePoint Consultancy

£250 - £825 a unit a day

Based on customer requirements.

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Windows Autopilot Design & Deployment Framework

£250 - £925 a Person a Day

Based on customer requirements.

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Yellow Bracelet

Yellow Bracelet Service Description & Pricing

www.yellowbracelet.co.uk

Developed to improve outcomes for people in receipt of domiciliary care, who may not be able to articulate their circumstances at a time of crisis, the Yellow Bracelet is paperless communication aid that shares integrated care information and enables professionals from both Health and Social Care sectors to make real time risk assessments and informed decisions ensuring the best outcomes for people using the service.

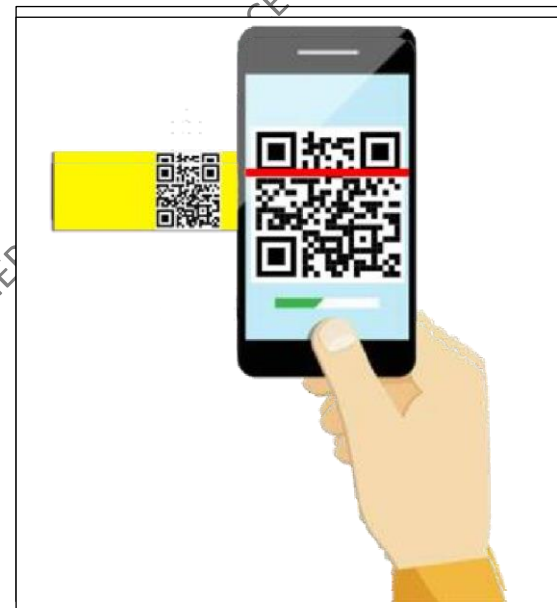
This simple, yet highly effective idea has been designed to:

- Improve patient safety and well-being, by reducing the service user impact associated with delayed transfers of care (DTC)
- Highlight & track any Covid-19 Symptoms which can be shared across Health Services
- Reduce avoidable admission through application of real-time communications between care professionals, resulting in significant cost avoidance for the NHS
- Reduce avoidable conveyance
- Reduce delays in discharge for patients in hospital who may have a current care package
- Reduced bed days spent in hospital
- Allow domiciliary care providers to maintain active control over their care packages
- Stop the cancellation of domiciliary care packages

Scanning the Yellow Bracelet allows instant (credential-less, highly secure) access to information about the patient's care package and is immediately accessed by any medical or social care professional using a standard smart phone camera. Providers upload details of their care packages to a highly secure GB Patented, ISO27001 accredited Sundown Solutions managed platform, which creates individual QR coded Yellow Bracelets which are dispatched to providers.

Yellow Bracelet provides information including:

- Full Care Package
- Number of staff that attend
- Number of times in day
- Name of provider
- District Nursing metrics
- GP Contact Details
- Next of Kin Contact Details



The YB service enables medical or social care professionals to view a person’s domiciliary care package and other pertinent information on the service user’s medical history in real time, regardless of care setting.

Qty of YB Initiated	Annuity Service Fee
1-499	£49.00 per user p/annum
500 – 1499	£39.00 per user p/annum
1500 – 3499	£35.00 per user p/annum
3500 >	£24.50 per user p/annum