



Skills Framework for the Information Age Vs the Pricing Document.

Why and how these documents are different?

The SFIA Rate card approach brings consistency and transparency to costing IT services and systems. Costs are assessed according to skills required, not simply the rate for whoever was available on the day.

The rate takes into account the governance and other non-billable activities required. It includes the necessary insurances, internal checks and other “checks & balances” necessary to bring you these services. It is much more than just 7 hours of time.

The SFIA method allows accurate costing of pre-prepared work bundles, as listed on the pricing documents. These lists prices for “fixed outcome deliverables”. They include the costs of keeping staff abreast of the technologies you are consuming, examining new suppliers and their relevance to maintaining your systems over the next five years.

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Consultancy day rate Standards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

CloudZone UK's Day Rates as shown below are for 1 to 4 days.

Rate Adjuster factors.

5+ days are discounted by 20%.

The **5 day** rate for a SFIA Level 5 person is **thus £ 880 /day**. The **5 day** rate for a SFIA Level 6 person is **thus £ 995/day**.

Contiguous weekly blocks are disc. by 30%.

Daily rate for contiguous Level 5 weeks is thus **£ 770 /day**

SFIA Level	Accountability level	Skill level	Strategy & architecture	Solution implementation	Service management	Client interfacing and onsite @ Level	
1. Follow	Works under supervision	Routine pre-agreed tasks	£325	£325	£325	£325	Ticket Answering
2. Assist	Works under direction	Has gained basic domain knowledge	£550	£550	£550	£550	on-site
3. Apply	Receives specific instructions. Has work reviewed at agreed milestones.	Performs broad range of work, sometimes complex and non-routine.	£795	£795	£795	£795	Operational Level
4. Enable	Works under general direction within a clear framework of accountability.	Able to apply knowledge in unfamiliar situations. Rapidly absorbs new information and applies it effectively.	£995	£995	£995	£995	Provide Advice
5. Ensure / Advise	Receives assignments in the form of objectives rather than tasks	Undertakes work requiring application of underpinning principles in a wide, often unpredictable range of contexts	£1100	£1100	£1100	£1100	Operational Decisions
6. Initiate / Influence	defined authority / responsibility. For many technical, financial or quality outcomes	Creatively applies a wide range of technical solutions to achieve outcomes	£1395	£1250	£1250	£1395	Operational Decisions
7. Set Strategy	Final accountability.	Deep understanding of all technologies, security threats etc	£1695	£1295	£1295	£1695	Policy Decisions

The full SFIA level definitions are in the Annexe.

Fixed price work Vs Time Charge work.

Odd consultancy days vs Medium term engagements

A rate card approach allows you to procure services that are time based, against a timesheet when that is the most appropriate way to plan work and authorise payment. Conversely, the “Price list” contains set tasks for which you would be charged a fixed price. When calculating a fixed priced element, we also use the SFIA rate card to calculate costs. We turn that calculation into a “one-off” Fixed Price cost.

With fixed pricing work, the risk of cost over-run transfers to the supplier; a task must be delivered against a specification regardless of the difficulties or obstacles encountered. Typically, fixed pricing work is completed off-prem. It will contain many small elements some of which can be delegated. Certain elements might be high cost elements that took a long time to develop but form a reusable setting out point which, with further customisation and configuration, becomes part of the deliverable.

Our SFIA rate card provides prices based on an unadjusted daily rate for adhoc working. A discount is available when five days are purchased in a single instruction. Non-Contiguous days may be purchased in advance and banked, and then drawn down at any time during the contracted time. This allows buyers to avail themselves of discounted rates before specific dates have been agreed and scheduled. A correctly submitted timesheet will authorise the usage of that banked day. The days expire on contract end. The draw-down facility is detailed on below

The Drawdown facility

This is completely optional. It is a mechanism for the buyer to purchase days up-front at the 20% discount rate before the work has been scheduled. The drawdown facility is offered for Level 4 skills and above. Days must be utilised before the contract end date. The days will expire if not used.

Billing and Invoicing basis

Off-site working can also be timesheet based, but ordinarily will be a fixed price item taken from our price list. If the task is likely to be a medium-term assignment not suited to fixed price working, this will be agreed when taking an assignment.

Timesheet working will be used for onsite working. A timesheet submission shall be made no later than 5 working days after the completion of a working week. Timesheet approval shall constitute authorisation for billing purposes.

Calculating Time Charges

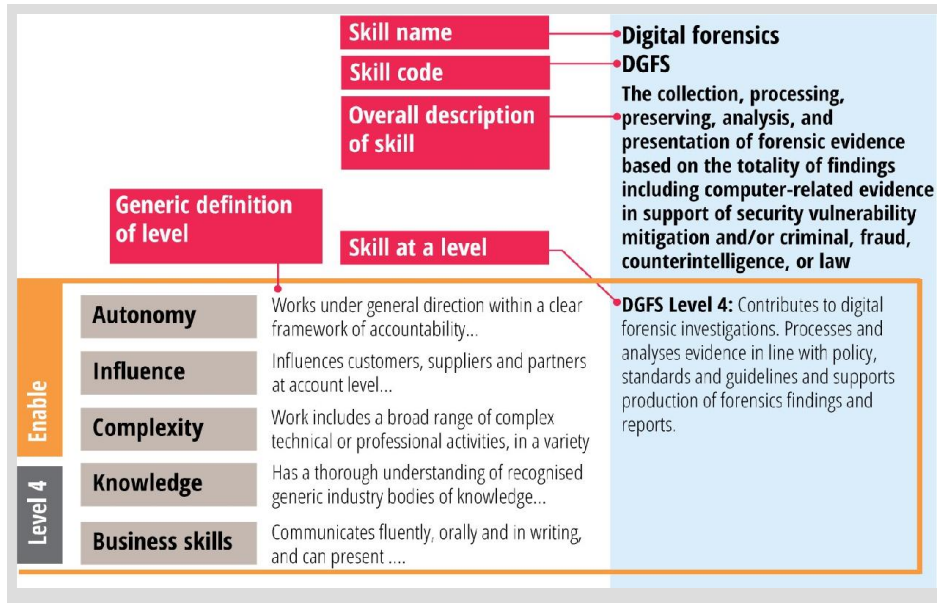
The SFIA skills and responsibilities approach is also of great help when a task requires a worker to function at different levels. For example, if you required a half day’s consultancy work at Level #7, plus a further half day of technical work at Level #5, it doesn’t make sense for us to send two people, nor do you want to pay full day’s for two people pay for when you are only getting a half day’s work from each. It is more advantageous to send someone with the experience and knowledge to undertake the Level #7 task, bill a half day’s work @ that rate, and for the same person to also complete the Level #5 work, billing it as a Level #5 task.

The SFIA rate card

The index uses degrees of judgement, autonomy and responsibility expected from an individual when it quotes a level. An example is shown below.

At Level #4, an individual is making complex decisions, but doesn't carry the risk resulting from a mis-judged decision. Level's 5 and 6 we are making judgements that could have an adverse effect to a customer's organisation. By Level #7, the individual(s) are making decisions that could lead to organisational failure if mis-judged.

The closing pages of the document show the skill level and working methods in more detail.



Ref's

More information on SFIA is available from <https://sfia-online.org/en>

Document History and QA

G-Cloud 12 Documentation		Validity
Revision	1.0	For Review June 2021
Document File Ref	File GC12/R/1	
Document Underpinned by	File GC12/R/1-U	

		1 Follow	2 Assist	3 Apply	4 Enable	5 Ensure, advise	6 Initiate, influence	7 Set strategy, inspire, mobilise	
Strategy and architecture	Information strategy					Enterprise IT governance GOVN			
						Strategic planning ITSP			
						Information governance IRMG		Information systems coordination ISCO	
						Information security SCTY			
						Analytics INAN		Information assurance INAS	
						Data visualisation VISL			
					Information content publishing ICPM				
	Advice and guidance						Consultancy CNSL		
						Specialist advice TECH			
						Financial management FMIT			
	Business strategy and planning						Demand management DEMM		
							IT management ITMG		
							Innovation INOV		
						Research RSCH		Business process improvement BPPE	
						Knowledge management KNOW			
							Enterprise and business architecture STPL		
	Technical strategy and planning						Business risk management BURM		
							Sustainability SUST		
						Emerging technology monitoring EMRG			
						Continuity management COPL			
						Network planning NTPL			
						Solution architecture ARCH			
						Data management DATM			
Change and transformation	Business change implementation					Methods and tools METL			
						Portfolio management POMG			
						Project management PRMG		Programme management PGMG	
	Business change management					Portfolio, programme and project support PROF			
						Business analysis BUAN			
						Business modelling BSMD			
						Requirements definition and management REQM			
							Organisational capability development OGDV		
							Organisation design and implementation ORDI		
							Change implementation planning and management CIPM		
					Business process testing BPTS				
						Benefits management BENM			
Development and implementation	Systems development					Systems development management DLMG			
						Systems design DESN			
						Software design SWDN			
						Programming/software development PROG			
						Real-time/embedded systems development RESD			
						Animation development ADEV			
	User experience					Data modelling and design DTAN			
						Database design DBDS		Network design NTDS	
						Testing TEST			
						Information content authoring INCA		Safety engineering SFEN	
	Installation and integration					User research URCH			
						User experience analysis UNAN			
						User experience design HCEV			
						User experience evaluation USEV			
					Systems integration and build SINT				
					Porting/software configuration PORT				
					Hardware design HWDE				
					Systems installation/decommissioning HGIN				
Delivery and operation	Service design					Availability management AVMT			
						Service level management SLMO			
	Service transition					Service acceptance SEAC			
						Configuration management CFMG			
						Asset management ASMG			
						Change management CHMG			
	Service operation					Release and deployment RELM			
						System software SYSP		Capacity management CPMG	
						Security administration SCAD			
							Penetration testing PENT		
						Radio frequency engineering RFEN			
						Application support ASUP			
						IT infrastructure ITOP			
						Database administration DBAD			
					Storage management STMG				
					Network support NTAS				
					Problem management PBMG				
					Incident management USUP				
Skills and quality	Skill management					Facilities management DCMA			
						Learning and development management ETMG			
						Competency assessment LEDA			
						Learning design and development TMCR			
	People management					Learning delivery ETDL			
							Teaching and subject formation TEAC		
							Performance management PENT		
	Quality and conformance						Resourcing RESC		
							Professional development PDSV		
							Quality management QUMG		
						Quality assurance QUAS			
						Measurement MEAS			
						Conformance review CORE			
Relationships and engagement	Stakeholder management					Safety assessment SFAS			
						Digital forensics DGFS			
						Sourcing SORC			
	Sales and marketing					Supplier management SUPP			
							Contract management ITCM		
							Relationship management RLMT		
						Customer service support CSMG			
					Marketing MKTG				
					Selling SALE				
					Sales support SSUP				
					Product management PROD				

An example of using the SFIA rate card for an internal calculation.

This would be done to determine what it will cost to deliver a fixed price task. Let's assume we are building the ubiquitous widget. We would use the following in our Quotation calculator

Task	Setting	Level 2	Level 5	Level 6	Level 7
Consult with Client. Establish the desired Benefits, leading to establishment of requirements.	Board Room meeting with senior stakeholders				0.5 day
Determine Specifications / Generate the design / establish resources	Off-Site @ our office			1 day	
Undertake the work.	Off-Site @ our office		3 day		
Prepare for presentation of solution to customer	Off-Site @ our office			0.5 day	
Presentation at Customers Premises	Board Room meeting with senior stakeholders				0.5 day
Presentation at Customers Premises	Future operatives			0.5 day	
Training onsite	Future operatives			1 day	
Early deployment onsite support	Future operatives		2 day		
Helpdesk	Off-Site @ our office	2 day			

Totals Level 7 = 1.0
 Level 6 = 3
 Level 5 = 5
 Level 2 = 2
