

# **Pricing Document**

G-Cloud 14

Cloud Support

**concept.**  
talent & tech. connected

# PRICING INFORMATION

## VOLUME/COMBINATION DISCOUNTS

Discounts are available where appropriate. All prices are quoted without volume or combination discounts.

Mechanisms to rebate or reduce prices can be discussed and negotiated at the purchasing stage.

## DISCOUNTS FOR EDUCATION ESTABLISHMENTS & THE HEALTH SECTOR

Yes, Concept provides discounts to the health sector, schools, colleges, and further & higher education establishments.

## OUTCOME-BASED PRICING

Our outcome-based and milestone driven pricing is tailor designed to identify key requirements within projects and programmes to drive delivery.

Payment is based upon the progress in completing the desired and agreed outcomes

Service & Delivery Management comes as standard with all cloud support services

## RESOURCE-BASED PRICING

Our pricing is fit for purpose for all government, Public and third sector organisations. For each Service our pricing will take into account the applicable regional variances and market considerations.

The SFIA Rate Card (found on page 3) quotes the maximum rate charged for each skill/responsibility level in regarding to this service.

All pricing information is quoted in pounds sterling (GBP) and prices are exclusive of VAT at the applicable rate.

# SFIA RATE CARD

## Cloud Support

### Skills For the Information Age (SFIA) Rate Card

Our service offerings are priced by a standardised rate table as seen below. These are established in alignment with the ‘Skills for the Information Age (SFIA)’ Definitions & Rate Card, providing maximum day rates for consultants that varies based on their experience, role and responsibilities.

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£200 – £550	£250 – £500	£250 – £500	£250 – £500	£250 – £500	£250 – £500
2. Assist	£300 – £650	£340 – £650	£350 – £600	£350 – £650	£400 – £650	£400 – £650
3. Apply	£400 – £800	£400 – £850	£450 – £850	£450 – £850	£450 – £850	£450 – £850
4. Enable	£550 – £900	£650 – 900	£650 – £1000	£700 – £1000	£750 – £1000	£750 – £1000
5. Ensure or advise	£750 – £995	£800 – £1050	£800 – £1100	£800 – £1100	£800 – £1050	£800 – £1050
6. Initiate or influence	£800 – £1200	£800 – £1200	£850 – £1250	£850 – £1250	£900 – £1250	£900 – £1250
7. Set Strategy or inspire	£1100 – £1300	£1100 – £1300	£1100 – £1400	£1200 – £1400	£1200 – £1400	£1200 – £1400

### Concept Grading

To facilitate understanding of the SFIA matrix when applied to Concept consultant resources, the following table provides a guide of resource grade to SFIA levels. Alternative pricing options are available for all services.

Grade/Level	Equivalent SFIA Levels
Junior Consultant	Follow – Assist
Consultant	Assist – Apply
Senior Consultant	Apply – Enable
Lead Consultant	Apply – Enable – Ensure/Advise – Initiate/Influence
Managing Consultant	Ensure/Advise – Initiate/Influence – Set Strategy/Inspire
Strategic Consultant / Director	Initiate/Influence – Set Strategy/Inspire

## Standards for Consultancy

### Consultant’s Working Day:

8 hours exclusive of travel and lunch

### Working Week:

Monday to Friday excluding national holidays

### Office Hours:

9am to 5pm Monday to Friday

### Travel, mileage Subsistence:

Included in day rate within M25.  
Payable at department’s standard T&S rates outside M25

### Mileage:

As above

### Professional Indemnity Insurance:

included in day rate

# SFIA LEVEL DEFINITIONS

## Cloud Support

	Autonomy	Influence	Complexity	Business Skills
<b>1. Follow</b>	<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"> <li>- Uses basic information systems and technology functions, applications, and processes</li> <li>- Demonstrates an organised approach to work</li> <li>- Learns new skills and applies newly acquired knowledge</li> <li>- Has basic oral and written communication skills</li> <li>- Contributes to identifying own development opportunities</li> </ul>
<b>2. Assist</b>	<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"> <li>- Understands and uses appropriate methods, tools and applications.</li> <li>- Demonstrates a rational and organised approach to work</li> <li>- Is aware of health and safety issues. Identifies and negotiates own development opportunities</li> <li>- Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team</li> <li>- Is able to plan, schedule and monitor own work within short time horizons</li> <li>- Absorbs technical information when it is presented systematically and applies it effectively</li> </ul>
<b>3. Apply</b>	<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"> <li>- Understands and uses appropriate methods, tools and applications.</li> <li>- Demonstrates an analytical and systematic approach to problem solving</li> <li>- Takes the initiative in identifying and negotiating appropriate development opportunities.</li> <li>- Demonstrates effective communication skills.</li> <li>- Contributes fully to the work of teams</li> <li>- Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures</li> <li>- Absorbs and applies technical information</li> <li>- Works to required standards</li> <li>- Understands and uses appropriate methods, tools and applications</li> <li>- Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client</li> </ul>
<b>4. Enable</b>	<p>Works under general direction within a clear framework of accountability.</p> <p>Exercises substantial personal responsibility and autonomy.</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>Performs a broad range of complex technical or professional work activities, in a variety of contexts.</p>	<ul style="list-style-type: none"> <li>- Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving</li> <li>- Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences</li> <li>- Facilitates collaboration between stakeholders who share common objectives</li> </ul>

# SFIA LEVEL DEFINITIONS

## Cloud Support

	Plans own work to meet given objectives and processes.	Participates in external activities related to own specialism.  Makes decisions which influence the success of projects and team objectives.		<ul style="list-style-type: none"> <li>- Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.</li> <li>- Rapidly absorbs new technical information and applies it effectively</li> <li>- 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.</li> <li>- Maintains an awareness of developing technologies and their application and takes some responsibility for personal development</li> </ul>
<b>5. Ensure or Advise</b>	<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"> <li>- Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives</li> <li>- Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets</li> <li>- Communicates effectively, formally and informally, with colleagues, subordinates and customers</li> <li>- Demonstrates leadership</li> <li>- facilitates collaboration between stakeholders who have diverse objectives</li> <li>- Understands the relevance of own area of responsibility or specialism to the employing organisation</li> <li>- Takes customer requirements into account when making proposals</li> <li>- Takes initiative to keep skills up to date. Mentors more junior colleagues</li> <li>- Maintains an awareness of developments in the industry</li> <li>- analyses requirements and advises on scope and options for operational improvement</li> <li>- Demonstrates creativity and innovation in applying solutions for the benefit of the customer</li> </ul>
<b>6. Initiate or influence</b>	<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>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"> <li>- Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk</li> <li>- Understands the implications of new technologies</li> <li>- demonstrates clear leadership and the ability to influence and persuade</li> <li>- Has a broad understanding of all aspects of IT and deep understanding of own specialism(s).</li> <li>- Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation</li> </ul>

# SFIA LEVEL DEFINITIONS

## Cloud Support

		<p>Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.</p> <p>Develops high-level relationships with customers, suppliers and industry leaders.</p>		<ul style="list-style-type: none"> <li>- Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry</li> </ul>
<b>7. Set Strategy or inspire</b>	<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"> <li>- Has a full range of strategic management and leadership skills</li> <li>- 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</li> <li>- 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</li> <li>- Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies</li> <li>- Assesses the impact of legislation, and actively promotes compliance</li> <li>- 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.</li> </ul>



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thank you.

