



G-CLOUD 14

Pricing Document

REFERENCE NUMBER RM1557.13

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DEFINITIONS & RATE CARD

STANDARD RATE CARD

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Follow	350	350	350	350	350	350
Assist	450	450	450	450	450	450
Apply	600	600	600	600	600	600
Enable	750	750	750	750	750	750
Ensure/Advise	900	900	900	900	900	900
Initiate/Influence	1,100	1,100	1,100	1,100	1,100	1,100
Set Strategy/Inspire	1,400	1,400	1,400	1,400	1,400	1,400



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	09:00 – 18:00 Monday to Friday
Travel and 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

INVOICING

SATIGO will invoice Customer for Services performed under this SOW either on a monthly basis or upon completion of the Services, against approved weekly timesheets which will be payable within 30 days of invoice. The customer will have 48 hours to either query or to approve a submitted timesheet, after which the timesheet will be deemed to be automatically approved.

The fees specified in the Fee Schedule above are based upon the Services Overview and Role(s) stated in this SOW. The actual time (Days) required to fully accomplish the Customer's objectives may vary from these estimates. SATIGO will in no event be liable for any delay or underestimation of resource which may occur. If additional work by SATIGO is required, the parties may agree upon an extension to the Services. If Customer and SATIGO agree that SATIGO is to continue with the Services, Customer will provide SATIGO with an updated Purchase Order authorising additional funding to cover the additional Services and expenses.



OVERTIME RATES

For the purposes of this SOW, a reasonable professional week runs from Monday through Friday. Overtime rates are as follows:

- (a) Premium Hours: one-and-a-half times (1.5x) the daily rate for Services performed during a Saturday or Sunday,
- (b) two times (2x) the daily rate for services performed during Public and National holidays (as observed in the country in which Services are performed).

DELIVERY

The period of performance of Services hereunder will commence and end upon mutually agreed dates.

All Services will be performed during Normal Work Hours, with the exception of pre-approved overtime hours. "Normal Work Hours" shall mean the hours between 09:00 and 17:30 local time. Normal Work Hours do not include Saturday, Sunday, public holidays (as observed in the country in which the Services are performed). A "Normal Work Day" comprises of eight (8) hours during Normal Work Hours (exclusive of any applicable statutory rest periods). For the avoidance of doubt each working "Day" refers to a period of 8 hours or such hours as are reasonably requested by the client.

For Services pre-approved and performed outside Normal Work Hours or in addition to a Normal Work Day (overtime), SATIGO will charge overtime rates or in the case of time and material based Services, reduce the number of time and material days available by the applicable overtime rates. Overtime rates areas specified in Section 2.6 of this SOW.

LEVEL DEFINITIONS

	AUTONOMY	INFLUENCE	COMPLEXITY	BUSINESS SKILLS
1. Follow	<p>Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.</p>	<p>Interacts with immediate colleagues.</p>	<p>Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.</p>	<p>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.</p>
2. Assist	<p>Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.</p>	<p>Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.</p>	<p>Performs a range of varied work activities in a variety of structured environments.</p>	<p>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. Absorbs technical information when it is presented systematically and applies it effectively.</p>

	AUTONOMY	INFLUENCE	COMPLEXITY	BUSINESS SKILLS
3. Apply	<p>Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.</p>	<p>Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. 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>	<p>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.</p>

	AUTONOMY	INFLUENCE	COMPLEXITY	BUSINESS SKILLS
4. Enable	<p>Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.</p>	<p>Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. 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>	<p>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.</p>

	AUTONOMY	INFLUENCE	COMPLEXITY	BUSINESS SKILLS
5. Ensure & Advise	<p>Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.</p>	<p>Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.</p>	<p>Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/ organisational requirements.</p>	<p>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/ 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. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.</p>

	AUTONOMY	INFLUENCE	COMPLEXITY	BUSINESS SKILLS
6. Initiate/ Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	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
7. Set Strategy/ Inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates.	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	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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