

## G Cloud Pricing Document

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# 1 Professional Services

Integrella professional services are priced in accordance with the SIFA rate card, which includes rates for onshore and offshore consultants.

Our services on G Cloud can be procured in the following ways:

- Time and Materials – consultancy is charged monthly in arrears based on a day rate based on the SIFA rate card for the Services
- Unitised call of contract – Call off contracts allow clients to pre-purchase a bulk number of hours to be called off as and when required, rather than committing to several months of consulting engagement. This allows the client to scale up and down resources as required and can be a very cost efficient way of working. The client is able to draw down in 2 hour blocks, or 1 day if on-site
- Fixed Price – We are able to agree a fixed price for the services, estimated based on a statement of work to be carried out. Fixed price engagements are invoiced by installments based on deliverable milestones
- Managed Service – SLA based break-fix support service offering for the product and solutions we build. We are able to pro-actively monitor the solution and VPN into the client network in order to resolve issues and keep a production environment running. The cost of supporting the solution is unitised so that our clients do not need to worry about how many people are required to support the service and spreading that knowledge between a wider team in order to handle the volume of potential incidents.

## SIFA Rate Card – UK Delivery Centre (UKDC)

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement Management & Support	Client Interface
<b>1. Follow</b>	N/A	N/A	£550	£525	N/A	N/A
<b>2. Assist</b>	N/A	N/A	£650	£625	N/A	£750
<b>3. Apply</b>	840.00	785.00	820.00	800.00	840.00	840.00
<b>4. Enable</b>	890.00	890.00	890.00	850.00	890.00	890.00
<b>5. Ensure / Advise</b>	980.00	980.00	1,000.00	950.00	1,000.00	1,000.00
<b>6. Initiate / Influence</b>	1,100.00	1,050.00	1,050.00	990.00	1,050.00	1,050.00
<b>7. Set Strategy / Inspire</b>	1,200.00	1,155.00	1,100.00	1,050.00	1,100.00	1,100.00

### Professional Indemnity Cover

Included to £5,000,000

### Public and Products Liability

Included to £5,000,000

### Employers Liability

Included to £10,000,000

### Working week

Monday to Friday, except public holidays

### Office Hours

9am to 5pm

### Professional Day

8 hours

## SIFA Rate Card – India Delivery Centre (IDC)

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement Management & Support	Client Interface
1. Follow	N/A	N/A	£189	£155	N/A	N/A
2. Assist	N/A	£290	£263	£263	N/A	N/A
3. Apply	£399	£359	£368	£368	£399	£399
4. Enable	£473	£425	£410	£410	£473	£473
5. Ensure / Advise	£578	£520	£473	£473	£578	£578
6. Initiate / Influence	£651	£586	£578	£578	£651	£651
7. Set Strategy / Inspire	£740	N/A	N/A	N/A	N/A	N/A

### Professional Indemnity Cover

Included to £5,000,000

### Public and Products Liability

Included to £5,000,000

### Employers Liability

Included to £10,000,000

### Working week

Monday to Friday, except public holidays

### Office Hours

9am to 5pm

### Professional Day

8 hours

## SIFA Category Description

	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>	<p>Uses basic information systems and technology functions, applications, and processes</p> <p>Demonstrates an organised approach to work</p> <p>Learns new skills and applies newly acquired knowledge</p> <p>Has basic oral and written communication skills</p> <p>Contributes to identifying own development opportunities</p>
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>	<p>Understands and uses appropriate methods, tools and applications.</p> <p>Demonstrates a rational and organised approach to work</p> <p>Is aware of health and safety issues. Identifies and negotiates own development opportunities</p> <p>Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team</p> <p>Is able to plan, schedule and monitor own work within short time horizons</p> <p>Absorbs technical information when it is presented</p>

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>	<p>Understands and uses appropriate methods, tools and applications.</p> <p>Demonstrates an analytical and systematic approach to problem solving</p> <p>Takes the initiative in identifying and negotiating appropriate development opportunities.</p> <p>Demonstrates effective communication skills.</p> <p>Contributes fully to the work of teams</p> <p>Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures</p> <p>Absorbs and applies technical information</p> <p>Works to required standards</p> <p>Understands and uses appropriate methods, tools and applications</p> <p>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>
4.	<p>Works under general direction within a clear framework of accountability.</p>	<p>Influences team and specialist peers internally. Influences customers at account level and suppliers.</p>	<p>Performs a broad range of complex technical or professional work activities, in a variety of</p>	<p>Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving</p>

5. Ensure or 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 or 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 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. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.</p>
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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 customers, suppliers and industry leaders.</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>	<p>Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk</p> <p>Understands the implications of new technologies</p> <p>Demonstrates clear leadership and the ability to influence and persuade</p> <p>Has a broad understanding of all aspects of IT and deep understanding of own specialism(s).</p> <p>Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation</p> <p>Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry</p>
7. Set Strategy and inspire	<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</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</p>	<p>Has a full range of strategic management and leadership skills</p> <p>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</p> <p>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</p> <p>Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies</p>



## 2 Discounts

The rates above are the maximum rates per category. For long or large call off contracts, programmes or projects, work packages or statement of work involving teams of consultants, we may discount the rates or the total by a percentage, which may apply to all Public Sector bodies.

## 3 Standard Expenses by UK Region

Expenses are chargeable if travelling more than 5 miles from the Integrella head office:

Expenses are standardised in order to reduce the burdensome administration for processing expenses for the Client and Integrella.

We have broken down expenses per region in order to simplify and standardise the expenses process.

Suggested Regions	Rail Travel return	Car Return	Hotel	Subsistence (estimated)
Greater London	20	20	n/a	
South east / Home Counties*	50	40	100	50
East Anglia (Exc Essex)	100	75	100	50
South West	150	125	100	50
East Midlands	150	125	100	50
West Midlands	120	125	100	50
Yorkshire and Humber	170	175	100	50
NE England	220	260	100	50
NW England	220	200	100	50
Wales	160	150	100	50

Scotland (all except Highlands, Grampian and Islands)	260	400	100	50
Scotland (Highlands, Grampian and Islands)	TBA	TBA	100	50
Northern Ireland	TBA	N/A	100	50

\*Home Counties = Kent, Surrey, Sussex, Essex, Berkshire, Buckinghamshire and Hertfordshire

TBA = To be agreed

Hotel costs are chargeable if working 2 consecutive days and travelling more than 1.5 hours.

Travel time are chargeable if the Consultant is working less than 2 consecutive days and travelling more than 2 hours in one day

If standard expenses vary more than 20% from those listed in the table, Integrella and the Client reserve the right to negotiate a more suitable flat rate or claim actual expenses. Integrella has used Network Rail and current mileage allowances for calculating expenses in each region. Workings can be shared with the Client if necessary.

## 4 About Integrella

Integrella creates new value from the software solutions our customers have invested in. The Supplier does this by releasing and combining trapped data and transforming this into new services. With our interventions, clients are able to make better-informed decisions leading to less expensive outcomes, more efficient business processes and an enriched user experience.

Integrella has worked across multiple clients across industries since our inception in 2007 and have built a reputation for delivering high quality projects that are both repeatable and measurable.

We focus entirely on integration and this gives the companies we work with access to experts in this specialist field. Being smaller than other global system integrators means we can provide a more agile service with the ability to work on niche work streams while our collaborative team approach gives us a more varied skill-set suited to a wider array of tasks allowing us to dedicate the right number of specialists to your project as and when they are required.

We have a breadth and depth of experience across government, healthcare, financial Services, retail, travel, telecommunications and as such we have experience of delivering many successful integration and API projects for some of the foremost companies in the UK and wider world. These have included reviews of the integration environment and associated remediation work, platform migrations to new technologies, general system integration and long-term support of the integration environment.

Integrella has executed many API projects in the past four years, providing both advice and implementation services. Here are some highlights:

**Insurer API Capabilities Review and Delivery** - Our review considered people, process and technology. In our final report we delivered several dozen observations spanning those three areas, and offered seven key recommendations for improvement. Following delivery of our review, the Supplier was retained to help the client create a Center of Enablement for API delivery and to assist with API development.

**UK Bank API Platform Deployment** - The bank enlisted the Supplier's assistance with deploying a vendor's API platform. The deployment spanned several data centres. For this project security considerations were paramount, and the platform was subjected to rigorous external security validation.

**European Bank API Platform Design** - The Supplier was selected by the CTO to survey technology practices within the CAO's office and recommend a standardised integration platform, considering both internal and vendor components. Our recommendations were accepted and are now being implemented.

**Pharmacy API Development** - The Supplier created an Experience API layer, deployed within the NHS-specific integration, platform to capture and resolve patient visit requests.

**Retailer API Development Implementation** - The Supplier specified, designed and built RESTful APIs to facilitate real-time stock keeping and reporting for a large electronics retailer.

**Internal API Deployment** - The Supplier has deployed its own microservices platform (MSP) on Google Cloud using our reference architecture. Our MSP uses orchestrated containerized service, continuous integration and deployment, an API management layer and a service mesh.

**Outsourced Support for Vendor API Platform** - The Supplier was contracted to provide support to a vendor's API platform customers including one of the largest telecoms, a well known DIY retailer, one of the UK's largest retail banks and a very large drug store chain.

In the course of our work we have developed several reusable artefacts which we can use to reduce delivery time and cost and increase quality for our include. These artefacts include:

- detailed and comprehensive examples of non-functional requirements
- a Digital Integration Platform with all the required technology to assist in a digital transformation in terms of API management, building APIs and integrations, exposing APIs and building front end applications to leverage APIs
- a reference architecture for a complete API deployment
- technical building block recommendations for all of the components in the API ecosystem
- a collection of API best practices and several others
- an API Lab with all of the DevOps, CI/CD and GitOps tools and processes to deliver APIs at scale

Further to this, material presenting our thought leadership, some of the strategic technology partnerships we have, as well as delivery case studies can be viewed at [www.integrella.com](http://www.integrella.com).