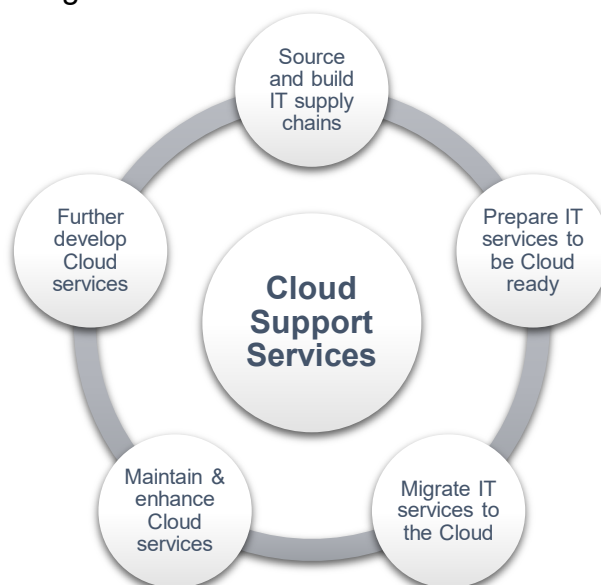**CONTRACTSONLINE LTD**
CLOUD SUPPORT SERVICES FOR UK GOVERNMENT
SERVICE DEFINITION AND PRICING

CLOUD SUPPORT SERVICES

Our G-Cloud offering helps government customers set up, maintain and continuously develop their cloud services. We deliver end-to-end services centred on five key areas as summarised in the diagram below.

Wherever you are on your IT road map, whether:

- building supply chains to support in-house delivery teams
- analysing and transforming services to become Cloud ready
- migrating services to the Cloud
- maintaining a Cloud service in a Live environment or
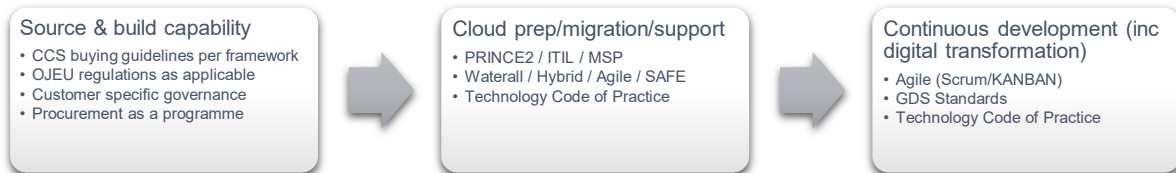- continuously developing a Cloud service with further features and enhancements,

we provide the support that helps your programme teams deliver to your policy, strategy and target operating model.

Our Cloud support services are provided through a range of delivery models, giving you best-fit options for your organisation. To help meet your requirements, we can provide:

- **Teams** to support either phases of your programme or focused areas of delivery.
- **Individuals** for independent work or support to complement existing teams.
- **Managed Services** where continuous capability is required to consistently meet business metrics such as service levels or exceed key performance indicators.
- **Business Outcomes** where fixed deliverables are defined and acceptance criteria measurable.
- **Fixed Price Outcomes** where firm-fixed deliverables are defined and acceptance success criteria are measurable.
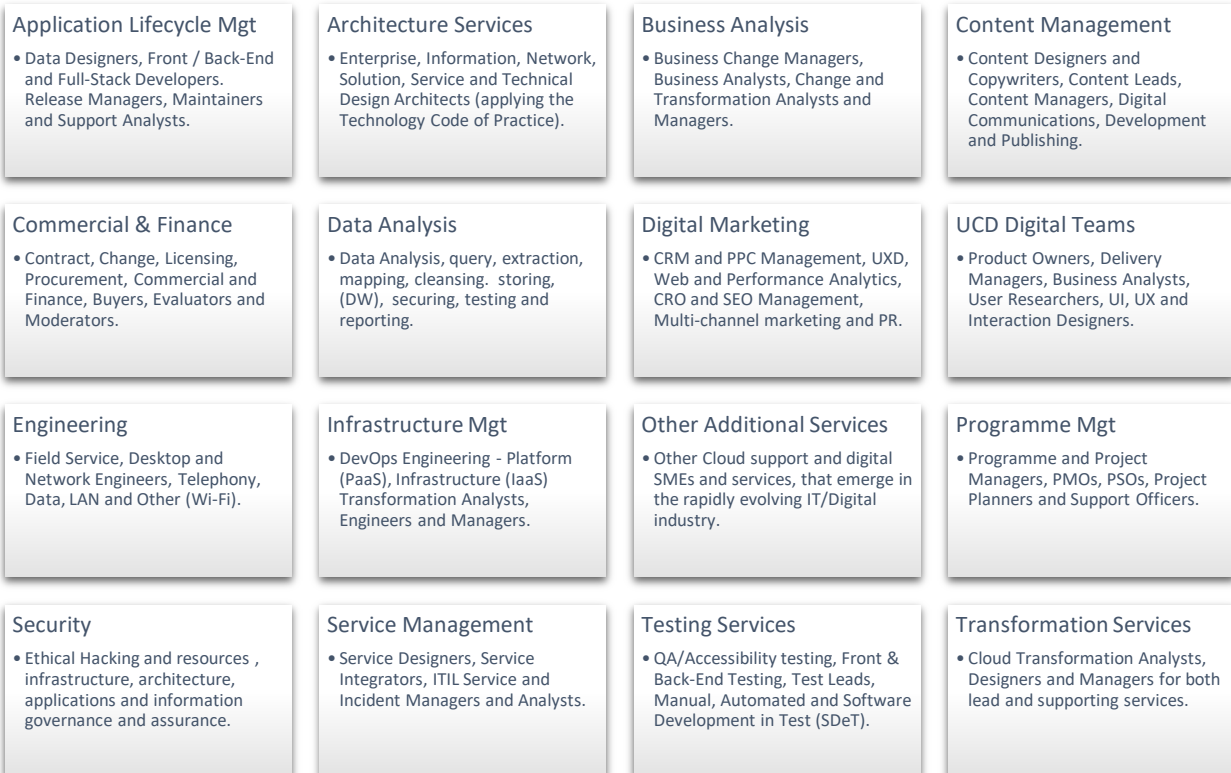
Any business initiative, project or programme that aims to undertake a transformation journey may require a whole range of disciplines and methodologies to achieve success. We provide a versatile service that allows for single or multiple approaches and methodologies necessary to support your Cloud transition programme and wider business activities, some examples below.

| Source & build capability		Cloud prep/migration/support		Continuous development (inc digital transformation)
• CCS buying guidelines per framework • OJEU regulations as applicable • Customer specific governance • Procurement as a programme	→	• PRINCE2 / ITIL / MSP • Waterall / Hybrid / Agile / SAFE • Technology Code of Practice	→	• Agile (Scrum/KANBAN) • GDS Standards • Technology Code of Practice

CLOUD SUPPORT AND ADDITIONAL SERVICES

To deliver complete end-to-end services from Cloud set-up and maintenance through to continuous development including digital transformation of a Cloud-based service, we offer a wide choice of core and additional services using industry and government standards to meet your requirements, as shown below.

Application Lifecycle Mgt	Architecture Services	Business Analysis	Content Management
• Data Designers, Front / Back-End and Full-Stack Developers. Release Managers, Maintainers and Support Analysts.	• Enterprise, Information, Network, Solution, Service and Technical Design Architects (applying the Technology Code of Practice).	• Business Change Managers, Business Analysts, Change and Transformation Analysts and Managers.	• Content Designers and Copywriters, Content Leads, Content Managers, Digital Communications, Development and Publishing.
Commercial & Finance	**Data Analysis**	**Digital Marketing**	**UCD Digital Teams**
• Contract, Change, Licensing, Procurement, Commercial and Finance, Buyers, Evaluators and Moderators.	• Data Analysis, query, extraction, mapping, cleansing. storing, (DW), securing, testing and reporting.	• CRM and PPC Management, UXD, Web and Performance Analytics, CRO and SEO Management, Multi-channel marketing and PR.	• Product Owners, Delivery Managers, Business Analysts, User Researchers, UI, UX and Interaction Designers.
Engineering	**Infrastructure Mgt**	**Other Additional Services**	**Programme Mgt**
• Field Service, Desktop and Network Engineers, Telephony, Data, LAN and Other (Wi-Fi).	• DevOps Engineering - Platform (PaaS), Infrastructure (IaaS) Transformation Analysts, Engineers and Managers.	• Other Cloud support and digital SMEs and services, that emerge in the rapidly evolving IT/Digital industry.	• Programme and Project Managers, PMOs, PSOs, Project Planners and Support Officers.
Security	**Service Management**	**Testing Services**	**Transformation Services**
• Ethical Hacking and resources , infrastructure, architecture, applications and information governance and assurance.	• Service Designers, Service Integrators, ITIL Service and Incident Managers and Analysts.	• QA/Accessibility testing, Front & Back-End Testing, Test Leads, Manual, Automated and Software Development in Test (SDeT).	• Cloud Transformation Analysts, Designers and Managers for both lead and supporting services.

CLOUD SUPPORT SERVICES TO ENABLE DIGITAL TRANSFORMATION

We can provide teams that support any delivery phase in the digital transformation of your Cloud-based services, as shown below. Using the Agile methodology, these services are available to deliver outcomes to GDS standards including supporting you through GDS assessments as required.
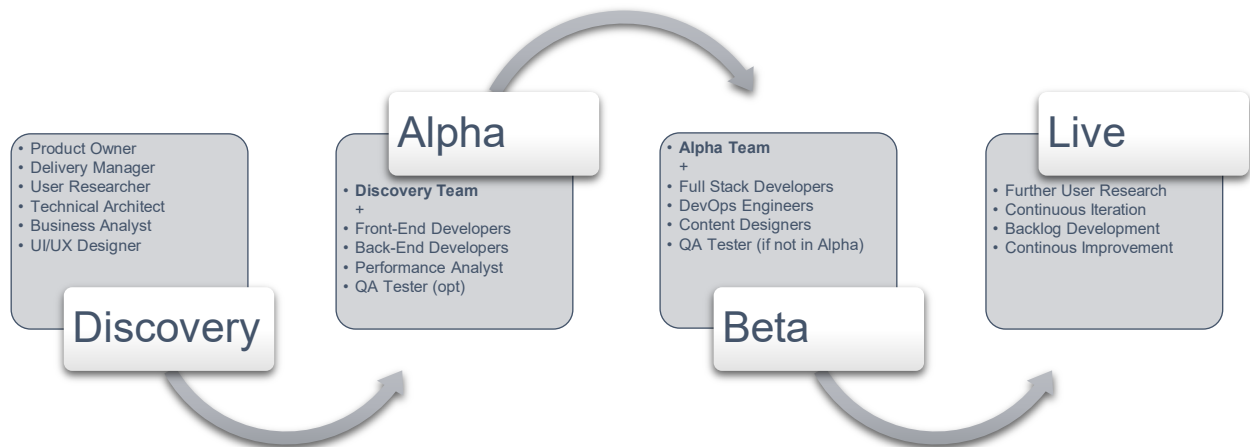
QUALITY AND TECHNICAL STANDARDS

All our personnel provide services to standards and practices conforming to the Law, and exercise a degree of skill and care, diligence and foresight expected from experienced staff engaged in similar activities. Where applicable, we align our approach to the government's Technology Code of Practice and GDS service design standards and all of our staff are vetted to the Baseline Personnel Security Standards (BPSS), as a minimum.

PRICING GUIDELINE

The table below indicates day-rate pricing to help you budget for your business initiative, project or programme. Services can be provided as a managed service or in teams, by individuals or specific deliverables/outcomes (SFIA applied as a guide to experience levels).

Service	Junior (SFIA 1-2)	Intermediate (SFIA 3-5)	Senior (SFIA 6-7)
Application Lifecycle Management	£395 - £495	£495 - £675	£675 - £795
Architecture Services	£495 - £595	£595 - £795	£795 - £995
Business Analysis	£395 - £495	£495 - £650	£650 - £795
Content Management	£395 - £495	£495 - £645	£645 - £795
Commercial & Finance Management	£350 - £495	£495 - £695	£695 - £795
Data Analysis	£395 - £495	£495 - £675	£675 - £795
Digital Marketing	£350 - £495	£495 - £695	£695 - £895
UCD Digital Teams	£495 - £595	£595 - £795	£795 - £995
Engineering	£350 - £495	£495 - £695	£695 - £795
Infrastructure Management	£495 - £595	£595 - £795	£795 - £995
Other Additional Services	£350 - £495	£495 - £695	£695 - £895
Programme Management	£495 - £595	£595 - £795	£795 - £995
Security	£495 - £595	£595 - £795	£795 - £995
Service Management	£395 - £495	£495 - £675	£675 - £795
Testing Services	£395 - £495	£495 - £675	£675 - £795
Transformation Services	£495 - £595	£595 - £795	£795 - £995

We can also provide customised pricing for Cloud Support Services as required, please contact us to discuss alternative commercial models. All prices exclude VAT.