



Putting people at the  
heart of digital evolution.



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G-Cloud 14

# PRICING DOCUMENT

This document defines the costs of the exceptional services and the solutions that CloudSource offers.

## CloudSource Pricing Document

CloudSource offer the following services which are delivered by either Professional Services, charged at a daily rate; Support costs and Licensing costs. Licensing and support costs will vary depending on the number of users supported, service levels and other licensing arrangements. All rates exclude VAT.

### Standard Rate Card

CloudSource consultancy services are priced based on our published SFIA based rate card, a summary of which is shown below. Please refer to the published rate card for further information.

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
<b>1. Follow</b>	£450	£450	£450	£450	£450	£450
<b>2. Assist</b>	£650	£650	£650	£650	£650	£650
<b>3. Apply</b>	£825	£825	£800	£775	£775	£825
<b>4. Enable</b>	£950	£950	£850	£825	£825	£950
<b>5. Ensure/Advise</b>	£1,050	£1,050	£950	£900	£900	£1,050
<b>6. Initiate/Influence</b>	£1,100	£1,100	£1,025	£975	£975	£1,100
<b>7. Set Strategy/Inspire</b>	£1,200	£1,200	£1,100	£1,025	£1,025	£1,200

### 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 – 17:00, Monday to Friday

**Travel and Subsistence:** Included in the day rate within M25. Payable at the department's standard T&S rates outside M25

**Mileage:** As above

**Professional Indemnity Insurance:** included in the day rate

## Microsoft Licensing

CloudSource are a Microsoft Cloud Solution Provider (CSP) and have access to Microsoft Licensing specialists and CSP rates. Please contact us to discuss your licensing requirements. Licensing charges are provided in accordance with Microsoft's licensing agreement and standard terms and conditions.

## CloudSource Support Services

CloudSource operate various commercial models for support ranging from pure 'Time & Materials' (T&M) through to premium support with a one-off cost for unlimited consumption. Standard T&M hourly support costs are currently £130 + VAT per hour plus an annual retainer fee dependent on complexity of a solution. Premium support models will need to be priced on an individual bid basis.

## Support Response Times

CloudSource provide second line support to the client's Business Support Teams which are available via Portal, phone and email. An issue or request is captured as a ticket and progressed by a Support Consultant. A Support Consultant is allocated to the issue to resolve, with the ability to call on other resources within the Managed Services department or the wider development, testing, consulting or project management organisations within the company.

An example of our Support response and resolution times are shown below.

Priority	Definition example	Response	Resolution
1 – High	<ul style="list-style-type: none"><li>Complete stoppage of work for all users and no other options or Workaround available for work to continue.</li><li>A major function is not operational that impacts all users and no other options or Workaround available</li></ul>	30 Minutes	8 hours
2 – Medium	<ul style="list-style-type: none"><li>System is not operational for one or more users and no other options or Workaround available for work to continue</li><li>A major function is not operational that impacts some users and no other options or Workaround available</li></ul>	1 hour	16 hours
3 – Low	<ul style="list-style-type: none"><li>A minor function of the System is not operational for one or more users, but they can continue to use other application functions</li></ul>	4 hour	10 working days
4 – Lowest	<ul style="list-style-type: none"><li>A minor issue with very low or no visibility that has no direct impact on the application, users or revenue</li></ul>	Next Day	20 working days



## About CloudSource

CloudSource is an award-winning Microsoft Solution Partner Headquartered in London that specialises in spearheading digital excellence across the public sector. Our core mission is to elevate the digital capabilities of government organisations through expertly crafted strategies and transformative solutions.

## Why choose us

With over a decade of experience digitally transforming government and public services, CloudSource expertly navigates Digital, Data, and Technology (DDaT) from the back office to the frontline to seamlessly deliver connected citizen and stakeholder experiences.

CloudSource's tried and tested Agile project methodology, fully dedicated project teams of subject matter experts, and in-depth knowledge of best-in-class Microsoft Technology form the cornerstone of our transformative success in steering organisations through innovation in the digital era. We empower public sector organisations to deliver superior and more efficient citizen experiences with an unrivalled delivery success rate, zero escalations, and a consistently flawless implementation record of accomplishment.



**10+ years in public sector digital transformation**



**Handpicked, industry-leading project team**



**Tried and tested, Agile project methodology**



**Experts in Microsoft Cloud technology**

## Contact Details:



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