# G Cloud 14 Service Rate Card

PPM Management

# Skills for the Information Age (SFIA) Definitions and Rate Card

Standard Rate Card

| SFIA Grade | Strategy and architecture | Business change | Solution development and implementation | Service management | Procurement and management support | Client interface |
|---|---|---|---|---|---|---|
| 1. Follow | 300 | 300 | 300 | 300 | 300 | 300 |
| 2. Assist | 500 | 500 | 500 | 500 | 500 | 500 |
| 3. Apply | 700 | 700 | 700 | 700 | 700 | 700 |
| 4. Enable | 900 | 900 | 900 | 900 | 900 | 900 |
| 5. Ensure or advise | 1100 | 1100 | 1100 | 1100 | 1100 | 1100 |
| 6. Initiate / Influence | 1300 | 1300 | 1300 | 1300 | 1300 | 1300 |
| 7. Set Strategy/Inspire | 1500 | 1500 | 1500 | 1500 | 1500 | 1500 |

# Standards and Notes for Consultancy Day Rate Card

Our pricing assumptions for Time and Materials based assignments are:

- Consultant's Working Day – 8 hours exclusive of travel and lunch.

- Working Week – Monday to Friday excluding national holidays. Weekend work by arrangement.

- Office Hours – 09:00 – 17:00 Monday to Friday.

- Travel, mileage Subsistence –Payable at client's standard travel and subsistence rates.

- Mileage – As above.

- Professional Indemnity Insurance – included in day rate.

- VAT is not included.

Alternative Pricing Models

In addition to Time and Materials arrangements, we can also consider performing engagements using other commercial models, including:

- Fixed price for defined work packages.

- Agreed daily rates which are inclusive of time and expenses in relation to work performed across multiple client sites.

- Risk and reward contracts, where our fees are linked to the achievement of specific milestones or deliverables.

# Skill Level Definitions

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| 1. Follow | Works under close supervision.<br><br>Uses little discretion.<br><br>Is expected to seek guidance in expected situations. | Interacts with immediate colleagues. | Performs routine activities in a structured environment.<br><br>Requires assistance in resolving unexpected problems. | - uses basic information systems and technology functions, applications, and processes<br>- demonstrates an organised approach to work<br>- learns new skills and applies newly acquired knowledge<br>- has basic oral and written communication skills<br>- - contributes to identifying own development opportunities |
| 2. Assist | Works under routine supervision.<br><br>Uses minor discretion in resolving problems or enquiries.<br><br>Works without frequent reference to others. | Interacts with and may influence immediate colleagues.<br><br>May have some external contact with customers and suppliers.<br><br>May have more influence in own domain. | Performs a range of varied work activities in a variety of structured environments. | - understands and uses appropriate methods, tools and applications.<br>- demonstrates a rational and organised approach to work<br>- is aware of health and safety issues. Identifies and negotiates own development opportunities<br>- has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team<br>- is able to plan, schedule and monitor own work within short time horizons<br>- absorbs technical information when it is presented systematically and applies it effectively |
| 3. Apply | Works under general supervision.<br><br>Uses discretion in identifying and resolving | Interacts with and influences department/project team members. May have working level contact with customers and suppliers. | Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. | - understands and uses appropriate methods, tools and applications.<br>- demonstrates an analytical and systematic approach to problem solving |

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| | complex problems and assignments.<br><br>Usually receives specific instructions and has work reviewed at frequent milestones.<br><br>Determines when issues should be escalated to a higher level. | In predictable and structured areas may supervise others.<br><br>Makes decisions which may impact on the work assigned to individuals or phases of projects. | | - takes the initiative in identifying and negotiating appropriate development opportunities.<br>- demonstrates effective communication skills.<br>- contributes fully to the work of teams<br>- plans, schedules and monitors own<br>- work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures<br>- absorbs and applies technical information<br>- works to required standards<br>- understands and uses appropriate<br>- methods, tools and applications<br>- appreciates the wider field of<br>- information systems, and how own role relates to other roles and to the business of the employer or client |
| 4. Enable | Works under general direction within a clear framework of accountability.<br><br>Exercises substantial personal responsibility and autonomy.<br><br>Plans own work to meet given objectives and processes. | Influences team and specialist peers internally. Influences customers at account level and suppliers.<br><br>Has some responsibility for the work of others and for the allocation of resources.<br><br>Participates in external activities related to own specialism.<br><br>Makes decisions which influence the success of projects and team objectives. | Performs a broad range of complex technical or professional work activities, in a variety of contexts. | - selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving<br>- communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences<br>- facilitates collaboration between stakeholders who share common objectives<br>- plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.<br>- rapidly absorbs new technical information and applies it effectively<br>- 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.<br>- maintains an awareness of developing technologies and their application and takes some responsibility for personal development |
| 5. Ensure or advise | Works under broad direction.<br><br>Is fully accountable for own technical work and/or project/ supervisory responsibilities.<br><br>Receives assignments in the form of objectives.<br><br>Establishes own milestones and team objectives, and delegates responsibilities.<br><br>Work is often self-initiated. | Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism.<br><br>Has significant responsibility for the work of others and for the allocation of resources.<br><br>Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget.<br><br>Develops business relationships with customers. | Performs a challenging range and variety of complex technical or professional work activities.<br><br>Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.<br><br>Understands the relationship between own specialism and wider customer or organisational requirements. | - advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives<br>- analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets<br>- communicates effectively, formally and informally, with colleagues, subordinates and customers<br>- demonstrates leadership<br>- facilitates collaboration between<br>- stakeholders who have diverse<br>- objectives<br>- understands the relevance of own<br>- area of responsibility or specialism to<br>- the employing organisation<br>- takes customer requirements into<br>- account when making proposals<br>- takes initiative to keep skills up to<br>- date. Mentors more junior colleagues<br>- maintains an awareness of<br>- developments in the industry<br>- analyses requirements and advises<br>- on scope and options for operational<br>- improvement<br>- demonstrates creativity and<br>- innovation in applying solutions for the benefit of the customer |
| 6. Initiate / Influence | Has defined authority and responsibility for a | Influences policy formation on the | Performs highly complex work activities covering | - absorbs complex technical information and communicates |

| | | | |
|---|---|---|---|
| | significant area of work, including technical, financial and quality aspects.<br><br>Establishes organisational objectives and delegates responsibilities.<br><br>Is accountable for actions and decisions taken by self and subordinates. | contribution of own specialism to business objectives.<br><br>Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level.<br><br>Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.<br><br>Develops high-level relationships with customers, suppliers and industry leaders. | technical, financial and quality aspects.<br><br>Contributes to the formulation of IT strategy.<br><br>Creatively applies a wide range of technical and/or management principles. | effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk<br>- understands the implications of new technologies<br>- demonstrates clear leadership and the ability to influence and persuade<br>- has a broad understanding of all aspects of IT and deep<br>- understanding of own specialism(s).<br>- understands and communicates the<br>- role and impact of IT in the employing organisation and promotes compliance with relevant legislation<br>- takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry |
| 7. Set Strategy/Inspire | Has authority and responsibility for all aspects of a significant area of work, including policy formation and application.<br><br>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.<br><br>Advances the knowledge and/or exploitation of IT within one or more organisations.<br><br>Develops long-term strategic relationships with customers and industry leaders. | Leads on the formulation and application of strategy.<br><br>Applies the highest level of management and leadership skills.<br><br>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<br>- 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<br>- 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<br>- 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<br>- 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. |
| --- | --- | --- | --- | --- |