



LocalGov Drupal (LGD) Implementation Services

G-Cloud 14 Service Definition

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1. About Invuse

Invuse is part of Inv Group, a dedicated provider to the UK Public Sector since 2010. As a group, we offer end-to-end digital transformation support through professional services and products. We co-produce digital experiences with end-users, enabling councils, government departments, and NHS organisations to deliver innovative, user-centred digital services that set a precedent for citizens.

At Invuse, we are digital transformation specialists who advocate for the voice of your end users. We understand the unique challenges facing public sector organisations and the communities they serve. Our mission is to connect the dots between your users' needs and your organisation's objectives, enabling you to deliver services that are designed with people at the core. We help you achieve digital strategies with iterative, realistic, and measurable outcomes.

Our team of public sector experts have worked both with and for local government, central government, health and education for more than 15 years. We understand not only the needs of the communities you serve, but also the processes, demands, and pressures internally faced by public sector teams striving to deliver accessible, high-quality services.

1.1 Our Services

- **Website Development & Hosting:** We design, build, and support websites on LocalGov Drupal and other platforms, with secure cloud hosting, proactive support, and ongoing maintenance aligned to NCSC Cloud Security Principles.
- **Service Design & Transformation:** We work with councils to redesign services around user needs, applying the Government Service Standard to improve journeys and achieve channel shift.
- **User Experience & Research:** Our dedicated team of researchers and accessibility professionals uncover barriers and opportunities with your end users, ensuring services are intuitive, inclusive, and evidence-based.
- **Content Design:** Our content designers create high-quality, plain English content that is easy to find, read, and act on, helping councils meet WCAG 2.2 AA and accessibility legislation.
- **Accessibility:** As pioneers in accessibility testing since 2012, we combine automated, manual, and assistive technology testing to ensure services are inclusive for all users.
- **AI & Automation:** Through our AI assistant (Arto) and OpenGov Flows framework, we help councils reduce call volumes, speed up processes, and deliver automated services while keeping the user at the centre.

2. LocalGov Drupal (LGD) Implementation Services

With 14+ years of experience providing Drupal services to the public sector, Invuse specialises in LocalGov Drupal (LGD) and has supported 11+ councils with implementing their corporate, local offer, and schools LocalGov Drupal websites. Our user-centred approach includes discovery, design, and Drupal development, aligning corporate objectives with user needs.

2.1 Service Features

1. Transform inaccessible PDFs into interactive web pages with LocalGov Drupal.
2. Centralised LocalGov Drupal website with subsite functionality
3. Cloud based green hosting solutions to support Net Zero strategy.
4. Leverage experienced Drupal architects, developers, and system administrators.
5. Over 15 years' experience developing Drupal websites for the public sector.
6. Deliver projects with a team experienced in 10+ LGD implementations.
7. Regular contributors to Drupal codebase through GitHub collaboration.
8. Simplified content management, reducing administrative overhead and workload.
9. Best practice LocalGov Drupal key user journeys mapping and implementation.
10. Provide tailored platform, accessibility, and content training programs.

2.2 Service Benefits

1. Cost-effective website solution tailored for local government
2. Reduce time to complete key user journeys through user-centred approach.
3. Support digital transformation and channel shift through user-friendly LGD website
4. Automated and manual accessibility testing to WCAG 2.2 standards.
5. Access £2 million worth development from LocalGov Drupal councils.
6. Receive support from user research, accessibility, and LocalGov Drupal experts.
7. Get high-quality, tested code for optimal website performance.
8. Simplified content management with LocalGov Drupal, reducing administrative workload.
9. Join the collaborative LocalGov Drupal community for shared insights.
10. Save costs and reduce carbon footprint with efficient LocalGov Drupal.

3. Pricing Overview

Invuse has specialised in supporting the UK Public Sector since 2010, and our pricing model reflects our commitment to this market. We offer discounted day rates exclusively for public sector organisations, ensuring you receive best value while benefiting from the depth of expertise our team brings.

We are committed to working in an open and transparent environment. All customers receive a full breakdown of costs before any work begins, alongside access to project effort and time logs

throughout the contract. This guarantees you always know where budget is being spent and ensures there are no hidden costs.

Our pricing is highly competitive within the market for LocalGov Drupal and wider digital transformation services, designed to give you confidence that you are achieving value for money while meeting the Public Contracts Regulations 2015 requirement for transparency.

3.1 Breakdown by Role

We provide role-based day rates that reflect the skills and level of experience required for your project. To ensure you receive the right balance of expertise and value, each role is available at three levels: **Associate**, **Consultant**, and **Lead**.

- **Associates** are experienced professionals with at least 3 years' experience in their field. They deliver defined tasks under the guidance of senior team members, offering cost-effective support while maintaining quality.
- **Consultants** have 3+ years' experience delivering independently and advising on best practice. They ensure high-quality outputs and bring strong knowledge of digital transformation in the UK Public Sector.
- **Leads** bring 7+ years' experience delivering digital transformation projects across the UK Public Sector. They provide strategic direction, oversee delivery teams, and ensure outcomes align with organisational goals and standards.

Before assigning any resource, we share their portfolio and justification for the role selected, ensuring full transparency and confidence in the team supporting you.

Roles	Associate <i>Early career professional, fully capable of delivering defined tasks under guidance, providing cost-effective support.</i>	Consultant <i>Experienced practitioner who delivers independently, advises on best practice, and ensures high-quality outputs.</i>	Lead <i>Senior expert who provides strategic direction, oversees delivery teams, and ensures alignment to organisational goals.</i>
Delivery Manager	£600	£700	£800
Project Manager	£550	£650	£700
User Researcher	£550	£650	£700
Content Designer	£550	£650	£700
UX Designer	£600	£650	£700
Business Analyst	£600	£650	£700
Accessibility Consultant	£700	£800	£900
Digital	£700	£750	£800

Transformation/Service Design Consultant			
Technical Architect	£600	£650	£700
Frontend Developer	£550	£650	£700
Backend Developer	£550	£650	£700
QA Tester	£500	£550	£650
AI/Automation Consultant	N/A	£800	£900
AI/Automation Engineer/Developer	N/A	£800	£900
Conversational Designer	£650	£700	£750
Cloud & DevOps Engineer	£650	£700	£800

3.2 Consultancy Day Rate Standards

Our day rates are structured to be transparent and predictable for public sector organisations. The following standards apply to all consultancy and delivery roles:

- **Consultant's working day:** 7.5 hours, exclusive of travel and lunch.
- **Working week:** Monday to Friday, excluding national holidays.
- **Office hours:** 09:00 to 17:00, Monday to Friday.
- **Travel and subsistence:** Included in the day rate within the M25. For work outside the M25, travel and subsistence are charged at the commissioning department's standard public sector rates.
- **Mileage:** Charged at HMRC standard rates, where applicable.
- **Professional indemnity insurance:** Fully included in our day rates, with cover in line with UK Public Sector requirements.

3.3 Pricing Structures

We are committed to openness and transparency in all commercial arrangements. To give customers flexibility and confidence in delivery, we offer two standard pricing models:

3.3.1 Time and Materials (T&M)

- We provide an upfront estimate of the roles and effort required, with a capped budget

agreed in advance.

- Weekly time logs are shared for full visibility.
- You only pay for the work actually delivered, ensuring fairness and cost control.

3.3.2 Fixed Price

- We provide a detailed cost breakdown based on the roles and effort required to deliver your project.
- The agreed price remains fixed, with payments linked to successful delivery of defined milestones and outputs.
- This gives you budget certainty and ensures accountability for agreed deliverables.

Both approaches are designed to give public sector organisations confidence that they are achieving value for money while retaining flexibility in how projects are delivered.

4. Accreditations

Invuse is a highly accredited supplier, committed to delivering services that meet the highest standards of security, quality, environmental responsibility, and business continuity. Our certifications demonstrate that we operate in full alignment with UK Government requirements, including NCSC Cloud Security Principles, the Government Service Standard, and the Public Services (Social Value) Act.

 ISO 27001 We prioritise information security management, protecting sensitive data and maintaining the integrity of our information systems.	 ISO 9001 We are dedicated to quality management, ensuring that our services consistently meet customer and regulatory requirements while enhancing customer satisfaction.
 ISO 22301 We adopt best practices in business continuity management, ensuring that we have comprehensive systems in place to identify and manage risks.	 ISO 14001 We are committed to minimising our environmental impact and adhering to sustainable practices.
 Cyber Essentials We adopt best practices in business continuity management, ensuring that we have comprehensive systems in place to identify and manage risks.	 G-Cloud and DOS Approved supplier on Crown Commercial Service frameworks G-Cloud 14 and DOS 7, giving the public sector a simple, compliant route to procure our accessibility and digital services.

Our accreditations provide assurance that:

- Sensitive data is managed securely and in compliance with UK GDPR.

- Services are delivered consistently to recognised quality management standards.
- We adopt robust business continuity and disaster recovery practices.
- Environmental sustainability and Net Zero commitments are embedded in our delivery.
- All our services can be procured compliantly via Crown Commercial Service frameworks.

5. Our Commitment to Social Value

Invuse has been part of the UK Public Sector ecosystem since 2010, and social value is embedded in how we deliver every project. We align our approach with **PPN 06/20 Social Value Model**, ensuring that our work generates measurable outcomes for communities, citizens, and the wider economy.

6.1 Supporting Local Communities and SMEs

We strengthen our projects by working in partnership with local SMEs, charities and citizen groups. On every project, we engage with at least three local partners, ensuring that our research and accessibility testing reflects the real communities our customers serve. This not only improves outcomes for residents but also strengthens local economies.

6.2 Creating Opportunities and Apprenticeships

We believe in growing talent for the future. 43% of our current team are past or present apprentices, including 50% of our leadership board. Each year, we provide work experience placements and skills workshops to over 10 schools and colleges, inspiring the next generation of digital professionals. Apprenticeships and placements are embedded in our projects, giving young people practical experience while building long-term capacity in the public sector.

6.3 Driving Inclusion and Accessibility

Inclusion is at the core of Invuse. Across our projects, we recruit and involve citizens with lived experience of accessibility needs including visual, mobility, cognitive and hearing. This ensures findings reflect real-world challenges and results in services that are genuinely inclusive. Our approach goes beyond compliance with the **Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018**, ensuring that services are designed for everyone.

6.4 Knowledge Sharing and Upskilling

We are committed to leaving a legacy of knowledge with every project. Over the last three years, more than 2,000 public sector staff have been trained and upskilled by Invuse in accessibility, inclusive design and digital transformation. We provide tailored training and knowledge transfer sessions on every engagement so that teams have the confidence and skills to continue improving services long after our work is complete.

6.5 Compliance and Accountability

As a Living Wage Employer, we adhere to the **Modern Slavery Act 2015** and operate with transparency and accountability throughout our supply chain. Our disaster recovery and business continuity policies ensure resilience and continuity for our customers.