



**COMRAD LTD**

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Enterprise Services

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## Service Description - Skills Framework for Information Age - Rate Card

Comrad LTD provide smart solutions for companies of all sizes and pride ourselves on our unparalleled, dedicated service. We design, build, manage strategies and solutions to help our customers solve their complex IT challenges and unlock the full potential of cloud, datacentre, and workspace technologies

Our services range from designing, optimising, and integrating core technologies, to owning enterprise IT transformation programmes. To provide transparency we have broken down the support and design service costs on a per unit basis. The units can be purchased as ½ day or full day items.

## Technical Support and Design Service item Costs

### Table

Role	Lower Rate (UK)	Upper Rate (UK)
Dedicated CDE (Cloud Design Engineer)	495	850
Dedicated CSE (Cloud Support Engineer)	495	850
Dedicated PAM (Project Account Manager)	450	850
Dedicated TAM (Technical Account Manager)	450	850
Enhanced CSE (Outside Core Hours Support)	600	850

## IT Architecture Standard Rate Card

The rate card is organized into different skill levels, each with corresponding daily rates.

It covers various areas, including strategy and architecture, change and transformation, development and implementation, delivery and operation, people and skills, and relationships and engagement.

Here are the daily rates for each skill level (all amounts in GBP):

**Follow:** £495

**Assist:** £890

**Apply:** £990

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**Enable:** £995**Ensure or advise:** £995**Initiate or influence:** £1,250**Set strategy or inspire:** £1,495

## Working Day and description of levels

### Consultant's Working Day:

A consultant's working day consists of 8 hours (exclusive of travel and lunch).

The working week is Monday to Friday, excluding national holidays.

Office hours are from 9:00 am to 5:00 pm, Monday to Friday (excluding national holidays).

Travel, mileage, and subsistence are included in the day rate within the M25 area.

Outside the M25, they are payable at the discretion of the customer and business standard rates.

Professional liability and indemnity insurance is included in the day rate.

### Level Definitions:

The rate card defines different levels of autonomy, influence, complexity, business skills, and knowledge for each skill level.

For example:

**Follow:** Works under close direction, seeks guidance in unexpected situations, and has basic digital skills.

**Assist:** Uses limited discretion, interacts with colleagues, and applies creative thinking. And so on for other levels.

Target for successful SLA: 99.99%. (based on Support and Ticket Response period)

All requests relating to service support will be reported on and provided back in monthly and quarterly reviews. These will be performed outside of program and project meetings.

## Commercial Support and Service Manager

Service and Support Manager: Cairbre Smith

All commercial contacts can be made via [cairbre.smith@comrad-ltd.co.uk](mailto:cairbre.smith@comrad-ltd.co.uk)

All support and service escalations can be made via: [cairbre.smith@comrad-ltd.co.uk](mailto:cairbre.smith@comrad-ltd.co.uk)