

# NEXTGEN UX

## **G-cloud 13**

Framework reference: RM1557.13

## Pricing Document

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## Document Control

Document versions numbered "0.1, 0.2" etc are draft status and therefore can be changed without formal change control. Once a document has been formally approved and issued, it is numbered "v1.0" and subsequent releases will be consecutively numbered, following formal change control.

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## 1. Management Summary

This document details the pricing provided by Next Generation User Experience Limited (NextGen UX) as part of the Framework reference: RM1557.13.

As with all services, we are at times dependent on the Client to take certain steps to enable us to properly provide this service, but simply our pricing based upon Skills for the Information Age (SFIA) definitions for project work and modular service options for support services.

This document is provided as guidance only and will form part of the solution and service design used to document the key elements of NextGen UX services and commercial models.

## 2. Project Services

Our project team delivers successful outcomes to the most complex projects and programmes, with years of experience working within major Public Sector projects, where we utilise proven project management methods and tools to adapt, understand and succeed in clients' environments.

Our expertise is providing best-in-class solutions which will compliment your business and End Users. We place the End User Experience central to our delivery and support to ensure the technology we deliver works for your business so you can focus on your specialities.

|                            | Strategy and architecture | Change and Transformation | Development and implementation | Delivery and Operation | People and skills | Relationships and engagement |
|----------------------------|---------------------------|---------------------------|--------------------------------|------------------------|-------------------|------------------------------|
| 1. Follow                  | -                         | £350                      | £350                           | £350                   | £350              | -                            |
| 2. Assist                  | -                         | £450                      | £450                           | £450                   | £450              | -                            |
| 3. Apply                   | £650                      | £650                      | £650                           | £650                   | £650              | -                            |
| 4. Enable                  | £750                      | £750                      | £750                           | £750                   | £750              | -                            |
| 5. Ensure or advise        | £800                      | £800                      | £800                           | £800                   | £800              | -                            |
| 6. Initiate or influence   | £950                      | £950                      | £950                           | £950                   | £950              | -                            |
| 7. Set strategy or inspire | £1000                     | £1000                     | £1000                          | £1000                  | £1000             | -                            |

Our standard engagements are based on the following assumptions:

- The estimates and pricing in the Scope of Work assume that our understanding of customer IT environment is correct
- Project elements are assumed to follow a continuous timeline unless otherwise agreed.
- Access to relevant systems is available upon commencement of any work
- Information requested from the customer can be supplied in good time to meet project deadlines
- Customer resources will be available to the project team as required to help delivery of key milestones throughout the project as mutually agreed
- All costs are excluding VAT and expenses, which will be recharged at cost
- Work will be carried out during NextGen UX's normal working hours of 0900 – 1700, Monday to Friday (Excluding bank holidays)

### 3. Support Services

Our Flexible Support Services are designed specifically for organisations that wish to complement their existing team with technical knowledge and expertise via our UK based Managed Services team.

Our services are fully flexible and built using modular service descriptions that can include user support, proactive monitoring, server patching, back up as a service and desktop as a service in any combination.

These services are all able to be turned up or down according to business needs with one month's notice.

- Flexible Support, including options for:
  - User Support (Contact Centre)
  - NextGen UX Service Desk (2<sup>nd</sup>/3<sup>rd</sup> line support)
  - Proactive Monitoring
  - Advanced EUC monitoring
  - Patch management
  - Change and Release Impact Assessment
  - IGEL Support
  - Chrome Enterprise Support

Pricing is on application and dependant on service requirements, size and complexity of the managed environment and contract term.

The UK based NextGen UX Service Desk services allow customers to have the NextGen UX team as an extension to their organisation, adding highly qualified and experienced staff dedicated to the support and management of application and desktop delivery environment.



## 4. Skills For the Information Age (SFIA) Definitions

|                  | Autonomy  | Influence  | Complexity  | Business skills  | Knowledge  |
|------------------|---|--|---|--|--|
| 1.<br><br>Follow | Works under close direction. Uses little discretion in attending to enquiries. Is expected to seek guidance in unexpected situations. | Minimal Influence. May work alone or interact with immediate colleagues. | Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems. Participates in the generation of new ideas. | <ul style="list-style-type: none"> <li>• Has sufficient oral and written communication skills for effective engagement with immediate colleagues.</li> <li>• Uses basic systems and tools, applications and processes.</li> <li>• Demonstrates an organised approach to work. Has basic digital skills to learn and use applications and tools for their role.</li> <li>• Learning and professional development — contributes to identifying own development opportunities.</li> <li>• Security, privacy and ethics — understands and complies with</li> </ul> | Has a basic generic knowledge appropriate to area of work. Applies newly acquired knowledge to develop new skills. |

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|                         | Autonomy   | Influence   | Complexity  | Business skills  | Knowledge  |
|-------------------------|--|---|---|--|--|
|                         |  |   |   | organisational standards.  |  |
| 2.<br><br><b>Assist</b> | Works under routine direction. Uses limited discretion in resolving issues or enquiries. Determines when to seek guidance in unexpected situations. Plans own work within short time horizons. | Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. Aware of need to collaborate with team and represent users/customer needs.. | Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task. | <ul style="list-style-type: none"> <li>• Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/ customers.</li> <li>• Understands and uses appropriate methods, tools, applications and processes.</li> </ul> | Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively |



|                 | Autonomy   | Influence   | Complexity   | Business skills  | Knowledge   |
|-----------------|--|---|--|--|---|
|                 |  |   |  | <ul style="list-style-type: none"> <li>• Demonstrates a rational and organised approach to work.</li> <li>• Has sufficient digital skills for their role.</li> <li>• Learning and professional development — identifies and negotiates own development opportunities.</li> <li>• Security, privacy and ethics — is fully aware of organisational standards. Uses appropriate working practices in own work.</li> </ul> |   |
| 3.<br><br>Apply | Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where | Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers and partners. Understands and collaborates on the analysis of user/customer needs and represents this in their work. Contributes fully to the work of teams | Performs a range of work, sometimes complex and nonroutine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds new ways to complete tasks. | <ul style="list-style-type: none"> <li>• Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners.</li> <li>• Understands and effectively applies appropriate methods, tools, applications and processes.</li> <li>• Demonstrates judgement and a systematic approach to work.</li> </ul>   | Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new |

|                                | Autonomy   | Influence  | Complexity  | Business skills  | Knowledge  |
|--------------------------------|--|--|---|--|--|
|                                | applicable) competently within limited deadlines.  | by appreciating how own role relates to other roles.   |   | <ul style="list-style-type: none"> <li>Effectively applies digital skills and explores these capabilities for their role.</li> <li>Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities.</li> <li>Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work.</li> </ul> <p>Appreciates how own role and others support appropriate working practices.</p> | information and applies it effectively   |
| <b>4.</b><br><br><b>Enable</b> | Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of | Influences customers, suppliers and partners at account level. Makes decisions which influence the success of projects and team objectives. May have some responsibility for the work of others and for the allocation of resources. Engages with and contributes to the work of cross-functional teams to ensure that | Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable | <ul style="list-style-type: none"> <li>Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners.</li> <li>Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant</li> </ul>  | Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own |

|  | Autonomy   | Influence   | Complexity | Business skills  | Knowledge  |
|--|--|---|------------|--|--|
|  | work. Escalates when issues fall outside their framework of accountability. Plans, schedules and monitors work to meet given objectives and processes to time and quality targets. | customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism. |            | <p>to own specialism.</p> <ul style="list-style-type: none"> <li>• Demonstrates an awareness of risk and takes an analytical approach to work</li> <li>• Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.</li> <li>• Contributes specialist expertise to requirements definition in support of proposals.</li> <li>• Shares knowledge and experience in own specialism to help others.</li> <li>• Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others.</li> </ul> | knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively |

|  | Autonomy   | Influence  | Complexity   | Business skills   | Knowledge  |
|--|--|--|--|---|--|
|  |  |  |  | <ul style="list-style-type: none"> <li>Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary</li> </ul>   |  |
| <b>5.</b><br><br><b>Ensure or advise</b> | <p>Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.</p> | <p>Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports</p> | <p>Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.</p> | <ul style="list-style-type: none"> <li>Demonstrates leadership in operational management.</li> <li>Analyses requirements and advises on scope and options for continual operational improvement.</li> <li>Assesses and evaluates risk.</li> <li>Takes all requirements into account when making proposals.</li> <li>Shares own knowledge and experience and encourages learning and growth.</li> <li>Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.</li> <li>Understands and evaluates the organisational impact of new technologies</li> </ul> | <p>Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply</p> |

|  | Autonomy  | Influence  | Complexity  | Business skills  | Knowledge  |
|--|---|--|---|--|--|
|  |   | collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives.       |   | <p>and digital services.</p> <ul style="list-style-type: none"> <li>• Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.</li> <li>• Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.</li> <li>• Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.</li> <li>• Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture.</li> </ul> |  |
| 6.<br><br><b>Initiate or influence</b> | Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes | Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior | Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering technical, financial and | <ul style="list-style-type: none"> <li>• Demonstrates leadership in organisational management.</li> <li>• Understands and communicates industry developments, and the role and impact of technology.</li> </ul>  | Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. Promotes the application |

|  | Autonomy  | Influence   | Complexity   | Business skills  | Knowledge  |
|--|---|---|--|--|--|
|  | organisational objectives and assigns responsibilities. | management level, including industry leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance. | quality aspects. Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation. | <ul style="list-style-type: none"> <li>• Manages and mitigates organisational risk.</li> <li>• Balances the requirements of proposals with the broader needs of the organisation.</li> <li>• Promotes a learning and growth culture in their area of accountability.</li> <li>• Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities.</li> <li>• Identifies and endorses opportunities to adopt new technologies and digital services.</li> <li>• Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy.</li> <li>• Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences</li> </ul> | of generic and specific bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge. |

|  | Autonomy  | Influence  | Complexity   | Business skills  | Knowledge  |
|--|---|--|--|--|--|
|  |   |  |  | <p>articulating business objectives.</p> <ul style="list-style-type: none"> <li>• Learning and professional development — takes the initiative to advance own skills and leads the development of skills required in their area of accountability.</li> <li>• Security, privacy and ethics — takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.</li> </ul> |  |
| <p>7.</p> <p><b>Set Strategy and inspire</b></p> | <p>At the highest organisational level, has authority over all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and others to whom responsibilities have been assigned.</p> | <p>Inspires the organisation, and influences developments within the industry at the highest levels. Makes decisions critical to organisational success. Develops long-term strategic relationships with customers, partners, industry leaders and government. Collaborates with leadership stakeholders ensuring alignment to</p> | <p>Applies the highest level of leadership to the formulation and implementation of strategy. Performs extensive strategic leadership in delivering business value through vision, governance and executive management. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.</p> | <ul style="list-style-type: none"> <li>• Has a full range of strategic management and leadership skills.</li> <li>• Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks of using or not using such practices and technologies.</li> <li>• Establishes governance to address business risk.</li> </ul>   | <p>Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within their own area of influence.</p> |

|  | Autonomy | Influence                      | Complexity | Business skills   | Knowledge |
|--|----------|--------------------------------|------------|---|-----------|
|  |          | corporate vision and strategy. |            | <ul style="list-style-type: none"> <li>Ensures proposals align with the strategic direction of the organisation.</li> <li>Fosters a learning and growth culture across the organisation.</li> <li>Assess the impact of legislation and actively promotes compliance and inclusivity.</li> <li>Advances the knowledge and/or exploitation of technology within one or more organisations.</li> <li>Champions creativity and innovation in driving strategy development to enable business opportunities.</li> <li>Communicates persuasively and convincingly across own organisation, industry and government to audiences at all levels.</li> <li>Learning and professional development — ensures that the organisation develops and mobilises the full range of required skills and capabilities.</li> </ul> |           |



|  | Autonomy | Influence | Complexity | Business skills   | Knowledge |
|--|----------|-----------|------------|---|-----------|
|  |          |           |            | <ul style="list-style-type: none"> <li>• Security, privacy and ethics — provides clear direction and strategic leadership for the implementation of working practices and culture throughout the organisation.</li> </ul> |           |

## 5. Appendix

### 5.1. NextGen UX Background

At NextGen UX – we aim to be a holistic solution to all End-User requirements. User Experience is often handled by many different suppliers and partners. Networking capability, remote environments and virtualisation are typically managed internally, externally, or a mixture of the two. We exist to create a holistic approach to User Experience. By putting your users at the heart of what we do, we can ensure that users, regardless of their location, will have the same reliable experience everywhere.

Our consultants provide valuable experience in comprehensive IT engagements, aligned to the business objectives – ranging from strategy and roadmap definitions, enabling business justification for transformation of solutions through to solution delivery and bespoke managed services, allowing the modern IT team to focus on business transformation initiatives, and meeting the ever-expanding computing challenges of today's IT environment.