



Services & Pricing

Public sector & digital transformation specialists

Our **Services**

We offer a range of services with highly competitive pricing. Across the board, our team of experts all specialise in the Granicus govService platform, combining a wealth of public and private sector knowledge with a rich, digital portfolio of skills.

We aim to provide the public sector with industry leading consulting, which is both cost-effective for the taxpayer and produces consistent results, time after time.

govService Development

Available on contract, ad-hoc and fixed packages.

If you require additional development resource in your organisation, we offer two tiers of development for the govService platform. The first tier covers both basic and complex forms development and basic integrations, the second tier includes this plus complex third-party API integrations.

All our consultants are experienced in all areas of the platform including (but not limited to): the Customer Portal (Self), Staff Portal (Dash), Customer Service Hub (Service) and Service Designer (Forms). We also cover platform features such as Permissions Manager, Integrations Manager, CaseViewer, Realtime Reporting and custom theming.

govService Development Rates		
Service	Tier	Fee
Forms development and design using workflow and routing to produce complex and business-friendly processes designed to cut costs and improve resident interaction. All integration types are included in this tier excluding Webservice (SOAP), HTTP (RESTful) and Sharepoint (O365).	1	£650/day contract £750/day ad-hoc
Everything from the previous tier is included in this tier. All integration types are included in this tier.	2	£750/day contract £850/day ad-hoc

govService Advise

Available on contract, ad-hoc and fixed packages.

If you have recently procured and setup the govService platform and are looking to hit the ground running, we can offer a tailored package for your organisation. Even if you've had the platform for a while – we can help.

We can supply you with best practices, development standards and key points for your journey on using the platform to meet your digital transformation needs.

govService Strategy Rates

Service	Tier	Fee
<p>New platform strategy.</p> <p>Most suitable if you have minimal usage of the platform and are looking for the best methods to utilise all features and functionality.</p>	1	<p>£750/day contract</p> <p>£850/day ad-hoc</p>
<p>Existing platform strategy.</p> <p>Most suitable if you have heavy usage of the platform and require a refresh to your existing strategy and practices.</p>	2	<p>£825/day contract</p> <p>£925/day ad-hoc</p>

govService Support

Available ad-hoc with optional retainer.

If you require general support and assistance, we can offer comprehensive support on an ad-hoc basis to cover varying levels of development, general support, guidance or additional service implementation.

We can tailor a support package to cover projects such as environment clean-ups, platform training, troubleshooting or light development.

govService Support Rates

Service	Tier	Fee
Tailored package depending on your needs with optional retainer to reduce daily rates.	1	from £750/day ad-hoc

Our Terms

Pricing

- All rates in this document exclude VAT charged at the current rate.
- All rates are priced based on a 37.5 hour working week at 7.5 hours per day.
 - All our team members are entitled to take 30 minutes lunch on top of daily hours in line with client requirements.

Payment

- Payment for all services when invoiced is strictly 30 days, no exceptions. Invoices are raised weekly.
 - All our team members submit timesheets weekly to accurately invoice for time spent on projects.

Contract Length

- For a service to fall under contract rate pricing, it must be a minimum duration of 8 weeks. All work less than 8 weeks will be priced as ad-hoc rates.
- All contract rate pricing comes with a 4-week termination notice.

Other

- All services and work undertaken is covered by our professional indemnity insurance with a value of £2,000,000.
- All rates quoted are without volume or combination discounts. We always look to provide value to the public sector. We can offer contract length and resource allocation discounts dependant on the project.
- All rates exclude any travel and expenses (where required).
- Any cancellation of ad-hoc work will incur an 80% charge of the total ad-hoc days agreed.
 - Considerations can be made for ad-hoc cancellation charges if you decide to rebook the scheduled ad-hoc work.