

# Pricing

G Cloud 14



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## Document Information

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# 1 Introduction

Roc has included a day rate for various role types within the SFIA Rate Card below. These day rates will determine the total price of the services provided.

Under modular agile approach for delivering services, we can be engaged for each of the key stages independently. Roc has a defined Project approach that has the following key activities:

- Project Initiation Document
- Roc Experience – Project Management
  - Higher Education
  - NHS & local authorities
  - Government
  - Nuclear
  - Retail
- Define Roles and Responsibilities (RACI) – Roc, customer, vendors and external suppliers.
- Manage by stages, with exceptions agreed upfront/
- Focus on project deliverables including quality, governance and reporting.
- Key reporting to stakeholders when necessary (to be pre-agreed)
- Tailored to meet customer outcomes.

Roc employs an adaptive transformation methodology that covers a number of end-to-end technical and service deliverables. Roc's methodology consists of four distinct phases ASSESS - DESIGN - TRANSFORM – OPERATE.

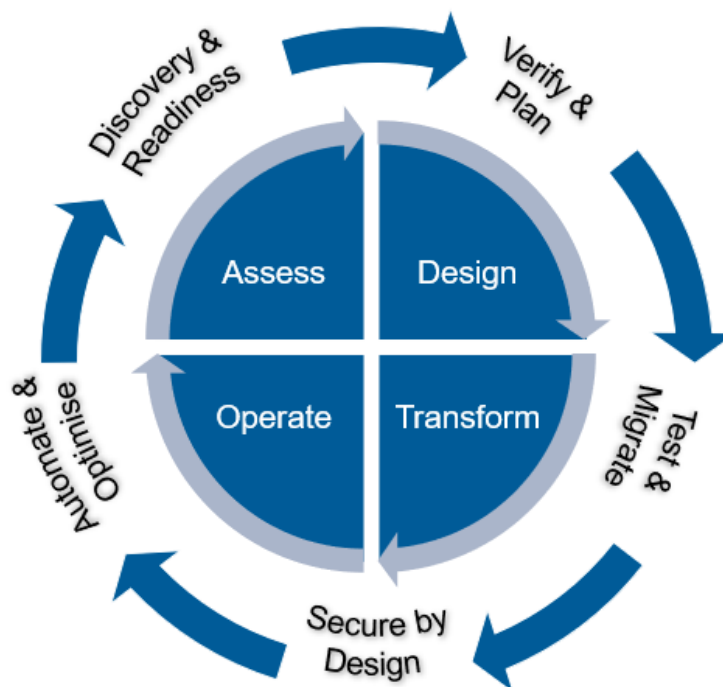


Figure 1 - Project Life Cycle

The methodology underpins the approach, tasks and activities Roc would take in delivering any project, most importantly the Professional Services to deliver a relevant solution and the transition tasks required to ensure BAU operations are adopted as quickly and efficiently as possible.

For outcome based and fixed price engagements, a scoping exercise will take place and Roc will provide a Statement of Work with the total number of days allocated at the specified day rate, which will form the fixed price. This will be the maximum charge for the delivery of the stated outcome.

The roles defined in our rate card relate to the delivery of services for Cloud Hosting, Cloud Software and Cloud Support. Our technology expertise and capability aligns to our services pillars out lined below.

## Solution Areas:



Figure 2 – Technology and Services Pillars

## 2 SFIA Rate Card

ROLE	STRATEGY & ARCHITECTURE	BUSINESS CHANGE	SOLUTION DEVELOPMENT & IMPLEMENTATION	SERVICE MANAGEMENT	PROCUREMENT & MANAGEMENT SUPPORT	CLIENT INTERFACE
<b>Advisory Services</b>						
1. Follow	£375.00	£375.00	£375.00	£375.00	£375.00	£375.00
2. Assist	£500.00	£450.00	£500.00	£450.00	£450.00	£500.00
3. Apply	£600.00	£600.00	£650.00	£550.00	£550.00	£600.00
4. Enable	£750.00	£750.00	£750.00	£650.00	£650.00	£750.00
5. Ensure / Advise	£900.00	£875.00	£875.00	£850.00	£850.00	£900.00
6. Initiate / Influence	£1,050.00	£975.00	£975.00	£925.00	£925.00	£1,050.00
7. Set Strategy / Inspire	£1,300.00	£1,300.00	£1,200.00	£1,050.00	£1,050.00	£1,200.00

### 2.1 Terms:

<b>STANDARD WORKING DAY:</b>	7.5 hours
<b>STANDARD WORKING WEEK STANDARD HOURS OF WORK:</b>	Monday to Friday, excluding national holidays 9.00am to 5.30pm
<b>EXPENSES OUTSIDE M25 FOR OVERNIGHT STAYS:</b>	£200
<b>EXPENSES INSIDE M25 FOR OVERNIGHT STAYS</b>	£250
<b>RATE UPLIFT FOR WORKING SATURDAY</b>	1.5 times standard rate
<b>RATE UPLIFT FOR WORKING SUNDAY &amp; NATIONAL HOLIDAYS</b>	2 times standard rate

The rates presented in the pricing document are for the duration of any contract with Roc absorbing any inflationary increase to a maximum of 3%, our position is that should the inflation rate exceed this percentage we reserve the right to engage in further conversations to address such issues.

## 3 Pricing Considerations

### 3.1 SFIA Level Definitions

The table below outlines the classification of skills against the rate card provided.

ROLE	AUTONOMY	INFLUENCE	COMPLEXITY	BUSINESS SKILLS
<b>Advisory Services</b>				
1. Follow	<p>Works under close supervision.</p> <p>Uses little discretion is expected to seek guidance in expected situations.</p>	<p>Interacts with immediate colleagues.</p>	<p>Performs routine activities in a structured environment.</p> <p>Requires assistance in resolving unexpected problems.</p>	<ul style="list-style-type: none"> <li>uses basic information systems and technology functions, applications, and processes.</li> <li>demonstrates an organised approach to work.</li> <li>learns new skills and applies newly acquired knowledge.</li> <li>has basic oral and written communication skills.</li> <li>contributes to identifying own development opportunities.</li> </ul>
2. Assist	<p>Works under routine supervision.</p> <p>Uses minor discretion in resolving problems or enquiries.</p> <p>Works without frequent reference to others</p>	<p>Interacts with and may influence immediate colleagues.</p> <p>May have some external contact with customers and suppliers.</p> <p>May have more influence in own domain.</p>	<p>Performs a range of varied work activities in a variety of structured environments.</p>	<ul style="list-style-type: none"> <li>understands and uses appropriate methods, tools and applications.</li> <li>demonstrates a rational and organised approach to work.</li> <li>is aware of health and safety issues.</li> <li>identifies and negotiates own development opportunities.</li> <li>has sufficient communication skills for effective dialogue with colleagues.</li> <li>is able to work in a team.</li> <li>is able to plan, schedule and monitor own work within short time horizons.</li> <li>absorbs technical information when it is presented systematically and applies it effectively.</li> </ul>
3. Apply	<p>Works under general supervision.</p> <p>Uses discretion in identifying and resolving complex problems and assignments.</p> <p>Usually receives specific instructions and has work reviewed at frequent milestones.</p> <p>Determines when issues should be escalated to a higher level.</p>	<p>Interacts with and Influences department / project team members.</p> <p>May have working level contact with customers and suppliers.</p> <p>May supervise others in predictable and structured areas.</p> <p>Makes decisions which may impact on the work assigned to individuals or phases of projects.</p>	<p>Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.</p>	<ul style="list-style-type: none"> <li>understands and uses appropriate methods, tools and applications.</li> <li>demonstrates an analytical and systematic approach to problem solving.</li> <li>takes the initiative in identifying and negotiating appropriate development opportunities.</li> <li>demonstrates effective communication skills.</li> <li>contributes fully to the work of teams.</li> <li>plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures.</li> </ul>

				<ul style="list-style-type: none"> <li>absorbs and applies technical information.</li> <li>works to required standards</li> <li>understands and uses appropriate methods, tools and applications.</li> <li>appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</li> </ul>
4. Enable	<p>Works under general direction within a clear framework of accountability.</p> <p>Exercises substantial personal responsibility and autonomy.</p> <p>Plans own work to meet given objectives and processes.</p>	<p>Influences team and specialist peers internally.</p> <p>Influences customers at account level and suppliers.</p> <p>Has some responsibility for the work of others and for the allocation of resources.</p> <p>Participates in external activities related to own specialism.</p> <p>Makes decisions which influence the success of projects and team objectives.</p>	<p>Performs a broad range of complex technical or professional work activities, in a variety of contexts.</p>	<ul style="list-style-type: none"> <li>selects appropriately from applicable standards, methods, tools and applications.</li> <li>demonstrates an analytical and systematic approach to problem solving.</li> <li>communicates fluently orally and in writing and can present complex technical information to both technical and non-technical audiences.</li> <li>facilitates collaboration between stakeholders who share common objectives.</li> <li>plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.</li> <li>rapidly absorbs new technical information and applies it effectively.</li> <li>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.</li> <li>maintains an awareness of developing technologies and their application and takes some responsibility for personal development.</li> </ul>
5. Ensure / Advise	<p>Works under broad direction.</p> <p>Is fully accountable for own technical work and / or project / supervisory responsibilities.</p> <p>Receives assignments in the form of objectives.</p> <p>Establishes own milestones and team objectives, and Delegates responsibilities.</p>	<p>Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism.</p> <p>Has significant responsibility for the work of others and for the allocation of resources.</p> <p>Makes decisions which impact on the success of assigned projects i.e.</p>	<p>Performs a challenging range and variety of complex technical or professional work activities.</p> <p>Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.</p> <p>Understands the relationship between own specialism and</p>	<ul style="list-style-type: none"> <li>advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives.</li> <li>analyses, diagnoses, designs, plans, executes and evaluates work to time, cost and quality targets.</li> <li>Communicates effectively, formally and informally, with colleagues, subordinates and customers.</li> <li>demonstrates leadership.</li> </ul>



Work is often self-initiated.	results, deadlines and budget.  Develops business relationships with customers.	wider customer or organisational requirements.	<ul style="list-style-type: none"> <li>• facilitates collaboration between stakeholders who have diverse objectives.</li> <li>• understands the relevance of own area of responsibility or specialism to the employing organisation.</li> <li>• takes customer requirements into account when making proposals.</li> <li>• takes initiative to keep skills up to date.</li> <li>• mentors more junior colleagues.</li> <li>• maintains an awareness of developments in the industry.</li> <li>• analyses requirements and advises on scope and options for operational improvement.</li> <li>• demonstrates creativity and innovation in applying solutions for the benefit of the customer.</li> </ul>
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## 6. Initiate / Influence

Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects.	Influences policy formation on the contribution of own specialism to business objectives.	Performs highly complex work activities covering technical, financial and quality aspects.	<ul style="list-style-type: none"> <li>• absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences.</li> </ul>
Establishes organisational objectives and delegates responsibilities.	Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level.	Contributes to the formulation of IT strategy.	<ul style="list-style-type: none"> <li>• assesses and evaluates risk.</li> <li>• understands the implications of new technologies.</li> <li>• demonstrates clear leadership and the ability to influence and persuade.</li> </ul>
Is accountable for actions and decisions taken by self and subordinates.	Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.	Creatively applies a wide range of technical and/or management principles	<ul style="list-style-type: none"> <li>• has a broad understanding of all aspects of IT and deep understanding of own specialism(s)</li> <li>• understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation.</li> <li>• takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.</li> </ul>
	Develops high-level relationships with customers, suppliers and industry leaders.		

## 7. Set Strategy / Inspire

Has authority and responsibility for all aspects of a significant area of work, including policy formation and application.	Makes decisions critical to organisational success.	Leads on the formulation and application of strategy.	<ul style="list-style-type: none"> <li>• has a full range of strategic management and leadership skills.</li> </ul>
Is fully accountable for actions taken and decisions made, both by self and subordinates.	Influences developments within the IT industry at the highest levels.	Applies the highest level of management and leadership skills.	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	Advances the knowledge and/or exploitation of IT within one or more organisations.	Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	<ul style="list-style-type: none"> <li>• has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses</li> </ul>

Develops long-term strategic relationships with customers and industry leaders.

- and other organisations that use and exploit IT.
- 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.
- 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.

## 3.2 Cloud Pricing

Roc can provide Cloud and Subscription based pricing for a number of vendor Cloud platforms including Microsoft, Juniper, Citrix, Aruba, Cisco, VMWare, Dell, HPE, Zscaler, Nerdio, Sophos, CrowdStrike, Netcall and many more.

Due to vendor price and exchange fluctuations, pricing would be provided upon request to ensure its accuracy and validity, in relation to Cloud and Subscription based vendor services. Roc can quote all Microsoft and Azure services through its vendor relationships.

## 3.3 Managed Service Pricing

Our Managed Service pricing provides flexibility, both in terms of breadth and depth of capability, from full outsourced services, to managing specific technology and services. These are delivered remotely, utilising automation, orchestration and Artificial Intelligence techniques.

Managed Service pricing is scope to detailed scoping through simple questionnaires, discussions and requirements gathering.

Services can be provided for the full remit of SFIA levels, covering end user services, Level 1 to Level 3 support, technology and Cloud management. Services are ITIL aligned (Incident, Change, Problem, Service Fulfilment, Service Level Management, Service Desk, Patch, Vulnerability, Financial, Capacity and Availability Management).

All pricing can be provided as ongoing monthly or annual recurring, as well as via rate card pricing. on Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) operational Service pricing can all be provided through detailed discussions with the customer.

## 3.4 Vendor Support

Roc can leverage its vendor relationships to provide customers with vendor support, whether this is commercial, technical or service related in nature. Roc holds Juniper Elite Plus, Microsoft Premier, Citrix Gold and Aruba Partner Based Service agreements (allowing customers to leverage this for vendor escalation purposes).