

Oyster IMS

G-Cloud 15

Pricing Document



Document Information Panel

Reference	Date	Version	Revised by	Purpose	Valid Until
OYG15PD/1	30-Jan-2026	1.0	Oyster IMS	First published version	n/a

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1 Pricing Methodology

1.1 Cloud Software

Cloud Software pricing is outlined under each software entry in the G-Cloud 15 catalogue.

1.2 Cloud Software-related Services

There are separate services associated with the Cloud Software such as:

- Implementation
- Support
- Maintenance
- Training

These are again available under separate entries in the G-Cloud 15 catalogue.

1.3 Cloud Support Pricing

1.3.1 Day Rates

All services provided by Oyster IMS under G-Cloud 15 Cloud Support will be based on the Oyster IMS Government Digital and Data Profession Capability Framework rate card. This has been supplied under the appropriate pricing section but is reproduced below. The levels refer to the Skills Framework for the Information Age (SFIA). Please note that we do not supply personnel at SFIA Level 1, 2 or 3.

The rate ranges reflect differences in the number of days in each engagement.

SFIA Category	Level 4	Level 5	Level 6	Level 7
Oyster IMS Category	Analyst	Consultant	Senior Consultant	Director
Strategy and architecture	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Change and transformation	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Development and implementation	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Delivery and Operation	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Skills and quality	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Relationships and engagement	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761

1.3.2 Alternative Pricing Scenarios

For many of the Oyster IMS services on offer under the G-Cloud 15 framework, there are alternative pricing scenarios available. These include:

- Fixed price offerings
- Time-boxed pricing (weekly, monthly or annual)
- Hybrid pricing packages combining fixed and variable elements

However, please note that all pricing scenarios will be directly relatable and not exceed the day rates provided in the Government Digital and Data Profession Capability Framework rate card.

2 Service Levels

Email or Ticketing Support - Response times:

Oyster IMS has several service levels which provide responses from as little as 15 minutes. Response times are measured during support desk hours of operation which does not normally include weekends. User can manage status and priority of support tickets.

Phone support availability – 8 to 6 (UK time), Monday to Friday

Oyster IMS provides a variety of support packages at different prices as per the pricing methodology outlined above. For example, standard support for certain products and configurations will consist of a base fee of £5,000 per annum plus £10 per user per month. Oyster IMS can also provide enhanced support for an additional fee which includes additional onsite support from an Oyster IMS engineer.

3 Company Profile

3.1 Company Background

Oyster IMS is an independent, market-leading **Information Governance, Data Protection and Information Security** services company that helps organisations to extract value from the growing amounts of information they generate, receive, store and manage.

We provide strategic consulting, systems implementation and on-going support around unstructured information – electronic documents, emails, paper and voice – to clients all over the world from our central London location.

3.1.1 Business Activities

We are Oyster IMS, a consultancy led information management business delivering expert advice, working with best-of-breed software products and offering ongoing and enduring services to public private and third sector organisations. We help you to create, capture, store, manage, share and preserve your information and data in a secure, compliant and cost-effective fashion. We offer everything from one off point solutions to solve a particular problem to a full multi-year end-to-end managed service.

- Consultancy and Advisory

Our team of qualified, experienced consultants can help with current state assessment, strategic review and programme development as well as overseeing the delivery of your entire information governance programme.

- Software

We work with best-of-breed software providers to provide the functionality you need to support the implementation of your information governance programme.

- Service

Our world-class implementation team ensures that the solutions and programmes we recommend work the way that you want them to and, if required, we can continue to support, administer and host your products to ensure consistency and continuity of service provision.

- Clients

Oyster IMS is privileged to enjoy the trust of significant client organisations, delivering effective IM and ECM solutions across a range of sectors including Finance, Government, Legal, Healthcare, FMCG, Education and Energy.

3.1.2 References

Provided upon request.

3.2 Leadership Team

Managing Director	Josef Elliott
Consulting Director	Dan Murdoch
Technical Director	Alex Thompson