

G-CLOUD 15 PRICING

GovMetric Professional & Support Services

GovMetric CX | CaseTracker | Octavia | Nexa

Professional & Support Services for GovMetric software

GovMetric software products are designed to be highly flexible, and most customer requirements can be met using standard features and configuration options, supported through the onboarding and support service included with the subscription price.

Where a requirement cannot be met through standard software and support, GovMetric offers professional and support services to help organisations achieve their objectives and maximise their investment.

These services may include (but are not limited to):

- Integration support
- Configuration or localisation assistance
- Training and enablement
- Advisory and assurance services
- Bespoke development

How pricing is structured

Professional and support services are packaged based on the nature, complexity and duration of the work required.

A package of work will typically comprise a combination of roles, ensuring work is delivered efficiently and effectively.

The total cost of an engagement is calculated by applying the relevant role rates to the estimated effort for each role.

Ongoing support and maintenance (where applicable)

For some services, such as bespoke development or complex integrations, an ongoing support and maintenance arrangement may be required. This will be defined at call-off.

Costs are charged annually and are typically equivalent to 50–75% of the original time-and-materials delivery effort, depending on the nature of the work.

Rate card

Role	Description	Rate
Solution architect	Designs overall solution approaches, including configuration strategy, integration patterns and assurance of fit within existing organisational architectures.	£1,125
Technical architect	Defines and oversees technical design for bespoke development, extensions and integrations, ensuring solutions align with platform capabilities and standards.	£1,125
Business analyst	Works with customers to clarify requirements, scope services, and translate organisational needs into configuration, localisation or development tasks.	£725-£825
Delivery manager	Manages delivery of scoped engagements, coordinating roles, dependencies and timelines to ensure work is delivered as agreed.	£925
Product manager	Provides product-level oversight and advisory input, helping align requirements and proposed changes with product capabilities, constraints and intended use.	£975
Test engineer	Plans and executes testing for bespoke development and integrations to ensure quality, reliability and compliance.	£725
Software developer	Implements bespoke enhancements, extensions and integrations in line with agreed designs and specifications.	£825-£925
Accessibility specialist	Provides accessibility advice and assurance to support compliance with relevant accessibility standards and good practice.	£975
Content designer	Develops and refines user-facing content, templates and training materials to support effective and consistent use of the service.	£725

Standards for rate card

Working Day

One consultancy day consists of up to 8 hours, excluding travel and lunch

Working Week

Monday to Friday, excluding UK public and bank holidays

Standard Working Hours

9am to 5pm, Monday to Friday

Travel and Subsistence

Not included unless agreed in advance

Mileage

Not included unless agreed in advance

Insurance

Professional Indemnity Insurance is included within the published rates

What next?

If you're exploring ways to streamline feedback management, you can visit our website to:

- Find more case studies from public-sector organisations
- Watch video testimonials from customers
- Learn about emerging trends in AI and public sector automation and compliance.
- Find upcoming webinars and events

When you're ready, get in touch for a conversation about how we can help.

govmetric.com

Email: procurement@govmetric.com

Phone: +44 1572 756565

LinkedIn: linkedin.com/company/govmetric/