



Pricing



G-CLOUD 15 (RM1557.15) EMPIRIC
PROFESSIONAL SERVICES LTD.

JANUARY 2026



1 Introduction

Pricing Document, Empiric Professional Services, Cloud, Application & Professional Services (G-Cloud 15)

This Pricing Document sets out the maximum framework prices for Empiric Professional Services. Cloud, Application & Professional Services as listed under the G-Cloud 15 Framework Agreement (RM1557.15). It is intended to give Buyers complete visibility of all costs associated with procuring, onboarding, configuring, implementing and operating the service through the Digital Marketplace.

All prices contained within this document:

- Represent the maximum charges that may be applied under the G-Cloud framework
- Are provided exclusive of VAT
- Must be consistent with the pricing submitted within the Digital Marketplace service listing(s)
- May be discounted at Call-Off, provided the discounts do not exceed the maximum framework prices published here
- May be subject to annual indexation or uplifts, where stated in Section 5

The purpose of this Pricing Document is not only to confirm the core cost of the service, but also to clearly define all associated commercial components across the relevant G-Cloud service lots, which may include (where applicable):

- Cloud hosting, connectivity, and platform services (Lot 2a)
- Application and software services (Lot 2b)
- One-off setup, onboarding, configuration, and transition activities
- Ongoing service management, support, maintenance, and incident response
- Usage-based or consumption-based charges where applicable
- Optional service features, integrations, or enhancements
- Professional services and delivery support provided under the Crown Commercial Service (CCS) SFIA framework (Lot 3)

This ensures Buyers have full transparency of the total cost of ownership throughout the life of the Call-Off Contract.

2 Service overview

Empiric Professional Services, Cloud, Application & Professional Services is a cloud-delivered service offering designed to help public sector organisations design, implement, operate and optimise secure digital services and cloud-based solutions.



Where cloud platform services are provided, these are delivered within the Buyer's own cloud or hosting environment (for example, within the Buyer's public cloud tenancy or Buyer-designated environment). Empiric Professional Services does not provide or operate a proprietary hosting platform. Services are focused on enabling, configuring, integrating, supporting, and optimising cloud and application services within environments controlled by the Buyer or their appointed cloud hosting provider.

The service may include a combination of cloud enablement services, application services and professional and managed support services, depending on Buyer requirements.

The service provides, where applicable:

- Configuration and management of cloud environments within the Buyer's tenancy
- Application deployment, integration, and optimisation
- Onboarding, transition, and service setup
- Monitoring, operational support, and incident response
- Security, performance, and service improvement services

Support models may include standard business-hours support, extended support arrangements, monitoring and incident management and ticket-based service request handling, as defined within the applicable service description.

Pricing for the service is based on a combination of subscription-based services, usage-based charges, and time-and-materials professional services, depending on the service components procured. Core pricing covers the primary service components, including service delivery, configuration, maintenance activities, and standard support where applicable. Optional services, enhanced support arrangements, and additional professional services may be purchased separately where Buyers require extended capability, capacity, or delivery support.

3 Core pricing

Empiric Professional Services, Cloud, Application & Professional Services is a cloud-delivered service offering designed to help public sector organisations design, implement, operate and optimise secure digital and cloud-based services.

Where cloud-related services are provided, these are delivered within the Buyer's own cloud or hosting environment (for example, within the Buyer's public cloud tenancy or Buyer-designated environment). Empiric Professional Services does not provide or operate a proprietary hosting platform. Services are focused on enabling, configuring, integrating, supporting, and improving cloud and application services within environments controlled by the Buyer or their appointed hosting provider.



The service may include a combination of cloud enablement services, application services, and professional and operational support services, depending on Buyer requirements.

The service may provide, where applicable:

- Cloud environment configuration, management, and optimisation
- Application deployment, integration, and modernisation
- Discovery, design, onboarding, and transition activities
- Operational support, monitoring, and incident response
- Security, performance, and service improvement services

Pricing is provided on a fixed-price, milestone-based, time-and-materials and/or line-item basis, depending on the scope and structure of the services procured. Services may be delivered as discrete work packages, individual service components, or phased programmes of work.

Core pricing covers the agreed service activities and deliverables, which may include discovery, design, configuration, development, integration, testing, documentation, knowledge transfer, and standard support where applicable. Optional service components, additional work packages and extended professional services may be purchased separately where Buyers require additional capability, specialist expertise, or accelerated delivery.

3.1 Skills For the Information Age (SFIA) Definitions and Rate Card

Standard rate card

	Strategy and architecture	Business change	Solution development and implementation	Service management	Procurement and management support	Client interface
1. Follow	£600	£600	£600	£600	£600	£600
2. Assist	£750	£750	£750	£750	£750	£750
3. Apply	£850	£850	£850	£850	£850	£850
4. Enable	£950	£950	£950	£950	£950	£950



5. Ensure or advise	£1,050	£1,050	£1,050	£1,050	£1,050	£1,050
6. Initiate or influence	£1,250	£1,250	£1,250	£1,250	£1,250	£1,250
7. Set strategy or inspire	£1,750	£1,750	£1,750	£1,750	£1,750	£1,750

Standards for consultancy day rate cards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday, excluding national holidays
- **Office hours:** 9:00 am to 5:00 pm Monday to Friday
- **Travel, mileage, subsistence:** Included in day rate within M25. Payable at the department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in the day rate

Level definitions

	Autonomy	Influence	Complexity	Business skills
1. Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	• Uses basic information systems and technology functions, applications, and processes • Demonstrates an organised approach to work • Learns new skills and applies newly acquired knowledge • Has basic oral and written communication skills • Contributes to identifying own development opportunities
2. Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers.	Performs a range of varied work activities in a variety of structured environments.	• Understands and uses appropriate methods, tools and applications. • Demonstrates a rational and organised approach to work • Is aware of health and safety issues. Identifies and negotiates own development opportunities



	Works without frequent reference to others.	May have more influence in own domain.		- Has sufficient communication skills for effective dialogue with colleagues. Can work in a team - Able to plan, schedule and monitor own work within short time horizons - Absorbs technical information when it is presented systematically and applies it effectively
3. Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	- Understands and uses appropriate methods, tools and applications. - Demonstrates an analytical and systematic approach to problem solving - Takes the initiative in identifying and negotiating appropriate development opportunities. - Demonstrates effective communication skills. - Contributes fully to the work of teams - Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures - Absorbs and applies technical information - Works to required standards - understands and uses appropriate methods, tools and applications - Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client
4. Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	- Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving - Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences - Facilitates collaboration between stakeholders who share common objectives



	processes.	Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.		- Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. - Rapidly absorbs new technical information and applies it effectively - 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. - Maintains an awareness of developing technologies and their application and takes some responsibility for personal development
5. Ensure or advise	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer or organisational	- Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives - Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets - Communicates effectively, formally and informally, with colleagues, subordinates and customers - Demonstrates leadership - Facilitates collaboration between stakeholders who have diverse objectives - Understands the relevance of own area of responsibility or specialism to the employing organisation - Takes customer requirements into account when making proposals - Takes initiative to keep skills up to date. Mentors more junior colleagues - Maintains an awareness of developments in the industry - Analyses requirements and advises on scope and options for operational improvement - Demonstrates creativity and innovation in applying



			requirements.	solutions for the customer
6. Initiate or influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities Is accountable for actions and decisions taken by self and subordinates.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers and suppliers and industry at the senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	• Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk • Understands the implications of new technologies • Demonstrates clear leadership and the ability to influence and persuade • Has a broad understanding of all aspects of IT and a deep understanding of own specialism(s). • Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation • Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry



7. Set Strategy and inspire	Has authority and responsibility for 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 subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	• has a full range of strategic management and leadership skills • 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 • has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses 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.
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