



Pega Consulting Services - Pricing

*Software Implementation, Vendor Expertise
and Advisory Services*

G-Cloud 15

Lot 3 Cloud Support

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PRICING SUMMARY

The following sets out additional information regarding Pega Consulting Services on G Cloud 15. Roles and rates are also documented separately in the Digital Marketplace.

Pega Consulting Services Time and Materials (Consumption Based Services) Rate Card

The following tables sets out the rate card aligned to recognized Pega job roles for G-Cloud 15 Pega Consulting Services:

Role	Typical Role Description	Day Rate	Day Rate	Day Rate
		UK / EMEA	Nearshore	Offshore
Project Delivery Leader	✓ Project delivery responsibility on behalf of Pegasystems ✓ Project Planning, Management and Staffing support ✓ Iteration and release scope definition and estimation assistance ✓ Driving Methodology and Best Practice adherence ✓ Project reporting, risk and issue management ✓ Assist with scoping effort for enhancement/change requests ✓ Executive briefing support ✓ Customer enablement as it pertains to methodology and project delivery	£1800	NA	£800
Associate Project Delivery Leader	✓ Project delivery support on behalf of Pegasystems ✓ Project Planning, Management and Staffing support ✓ Driving Methodology and Best Practice adherence ✓ Project reporting, risk and issue management ✓ Customer enablement as it pertains to methodology and project delivery	£1360	£600	£480
Principal System Architect / Technical Solutions Director	✓ Responsible for creating a reuse vision within the organization and control technical governance over multiple projects. ✓ Overall responsibility for Technical Design Authority ✓ Provides thought leadership to the organization with respect to implementing the supplier's technology in the organisation's operations ✓ Champion and supervise internal expert services offering ✓ Create and ensure reuse strategy across projects ✓ Lead the creation, development and communication of enterprise policies and best practices ✓ Independent Design Review of the proposed Pega Solution	£1880	NA	NA

Lead System Architect	✓ Provides thought leadership to the customer with respect to implementing a Pegasystems solution ✓ Overall responsibility for the design and technical delivery ✓ Responsible for the overall quality of the Pega solution ✓ Design Class Hierarchy ✓ Design for Reuse ✓ Review Infrastructure requirements ✓ Enable team members – provide guidance and advice on technical issues ✓ Data Architecture definition ✓ Review of Data Management plan ✓ Review Alert Logs and ensure application complies with Pegasystems Guardrails	£1800	£1080	£760
Senior System Architect	✓ Participate in Direct Capture of Objectives (DCO) / Requirements sessions, consulting and driving out optimum business processes ✓ Implement flows, harnesses, activities and methods according to overall design and best practice guidelines ✓ Implement Services and Connectors ✓ Leads work stream and guides team in delivering their assigned work to the required standards ✓ Unit Test all configuration ✓ Fix defects throughout any Test Phase ✓ Provide updates to Programme / Project managers on task status, risks and mitigation plans	£1480	£920	£520
System Architect	✓ Implement flows, harnesses, activities and methods according to overall design and best practice guidelines ✓ Implement Services and Connectors ✓ Unit Test all configuration ✓ Fix defects throughout any test phase ✓ Provide updates to Programme / Project managers on task status, risks and mitigation plans	£1160	£760	£360

Associate System Architect	✓ Implement flows, harnesses, activities and methods according to overall design and best practice guidelines ✓ Implement Services and Connectors ✓ Unit Test all configuration ✓ Fix defects throughout any test phase ✓ Provide updates to Programme / Project managers on task status, risks and mitigation plans	£780	NA	£280
Principal Decisioning Architect	✓ Responsible for creating a reuse vision across the organization and control governance over multiple projects ✓ Principal client advisory for 1:1 customer engagement excellence. ✓ Decisioning industry and Pega product subject matter expert. ✓ Builds relationships and operates as an active and visible coach to business leaders and senior change sponsors. ✓ Translates client strategic change concepts into 1:1 customer engagement transformation programs, projects and actionable delivery plans. ✓ Understand industry benchmarks and competitive landscape in the client's vertical domain and demonstrate the ability to 'speak the client's language'. ✓ Track successful adoption and organisational capability development.	£1880	NA	NA

Lead Decisioning Architect	✓ Provides thought leadership to the customer with respect to implementing the 1:1 Customer Engagement Decisioning solution ✓ Decisioning industry and Pega product subject matter expert. ✓ Focused on establishing an effective Next Best Action Designer Decisioning framework. ✓ Overall design lead for decision strategy and business solution architecture. ✓ Ensures alignment between business outcomes and decisioning solution capabilities. ✓ Pega analytic capabilities subject matter expert. ✓ Provides expertise and guidance for Agile Marketing and BAU best practices. ✓ Lead for Unit Test phase and advisory for follow-on phases such as SIT and UAT.	£1800	NA	NA
Senior Decisioning Architect	✓ Supports the Lead Decisioning Architect in their role. ✓ Supports the agile team in relation to effective User Stories and their effective realisation within the 1:1 Customer Engagement Decisioning solution. ✓ Next Best Action Designer framework and configuration subject matter expert. ✓ Supports day-to-day client and partner co-production resources and their ongoing upskilling. ✓ Implements and unit tests the required analytic models. ✓ Implements and tests the required business success tracking reports. ✓ Performs overall decision strategy framework Unit testing handover and support follow-on test phases.	£1480	NA	NA

Principal Business Architect	✓ Lead the business team in gathering requirements and choosing the best way to implement requirements leveraging the Pega software and Direct Capture of Objectives (DCO) capabilities. ✓ Help to ensure standards around the level of detail captured for objectives and requirements. ✓ Help to ensure that the enterprise standards are adhered to ✓ Help to ensure the documented Use Cases adequately represent the needs of the business and meet all requirements ✓ Help to document business rules ✓ Assist with class structure design from the perspective of the business needs ✓ Analyze business data. ✓ Guide the customer on test and report strategy, while maintaining ongoing knowledge transfer to the customer. ✓ Help to validate the business test scripts adequately test the application under various conditions.	£1880	NA	NA
Lead Business Architect	✓ Lead the business team in gathering requirements and choosing the best way to implement requirements leveraging the Pega software and Direct Capture of Objectives (DCO) capabilities. ✓ Help to ensure standards around the level of detail captured for objectives and requirements. ✓ Help to ensure that the enterprise standards are adhered to ✓ Help to ensure the documented Use Cases adequately represent the needs of the business and meet all requirements ✓ Help to document business rules ✓ Assist with class structure design from the perspective of the business needs ✓ Design and configure rules and flows. ✓ Analyze business data. ✓ Guide the customer on test and report strategy, while maintaining ongoing knowledge transfer to the customer. ✓ Help to validate the business test scripts adequately test the application under various conditions.	£1800	NA	NA

Senior Business Architect	✓ Help to ensure standards around the level of detail captured for objectives and requirements. ✓ Help to ensure that the enterprise standards are adhered to ✓ Help to ensure the documented Use Cases adequately represent the needs of the business and meet all requirements ✓ Help to document business rules ✓ Assist with class structure design from the perspective of the business needs ✓ Design and configure rules and flows. ✓ Analyze business data. ✓ Guide the customer on test and report strategy, while maintaining ongoing knowledge transfer to the customer. ✓ Assist with the draft UI and draft flow development ✓ Help to validate the business test scripts adequately test the application under various conditions.	£1480	£920	£480
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Lead Robotics Architect	✓ Provides thought leadership to the customer with respect to implementing a Pega Robotics solution ✓ Architect efficient Robotics solutions by maximizing OOTB product capabilities and Pega platform. ✓ Independently and comprehensively execute Application Discoveries and effectively engage GCS or Product Management when technical challenges are found. ✓ Know and be able to explain to customers and junior team members when appropriate to apply OOTB features and applications. ✓ Configure Robot Manager and Robotics Automation Server for attended and unattended RPA. ✓ Build cases and platform integrations when it is appropriate to orchestrate Robotics work. ✓ Execute Robotics Design Assessments and deliver meaningful and actionable reports. ✓ Provide estimates on project effort, timelines, and resources. ✓ Lead the execution of continuous Client and Partner Enablement / co-production and ensure enablement goals are met. ✓ Lead facilitation of knowledge transfer of Pega Robotics product functionality and best practices in leveraging Pega platform to clients and partners. ✓ Lead whiteboard sessions for clients outlining design direction. ✓ Troubleshoot Robotics automations, including effective interaction with GCS, as needed. ✓ Provide expert guidance to fellow team members and the client across business and technical domains towards achieving the desired business outcomes by leveraging Robotics and entire suite of Pega products.	£1800	£1080	£760
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Senior Robotics Architect	✓ Architect efficient Robotics solutions by maximizing OOTB product capabilities and Pega platform. ✓ Consistently deliver and drive high quality implementation with minimal defects at the workstream or component level. ✓ Design and implement whole components with minimal or no guidance. ✓ Work independently on complex modules and/or lead small team. ✓ Design and execute unit testing as part of assigned deliverables with proactive identification and testing of exception scenarios and automation performance. ✓ Provide continuous proactive update to project leaders on delivery progress at the workstream or component level. ✓ Proactively identify and escalate scope risks that may impact rapid delivery plans. ✓ Participate and drive the execution of continuous Client and Partner Enablement (co-production) ✓ Know and be able to explain to customers and junior team members when appropriate to apply OOTB features and applications, such as Robot Inspector, Robot Manager, Robotics Framework, Credential Store, Pega App and Dev Studio, etc ✓ Engage in whiteboard sessions for clients outlining design information. ✓ Understand and implement documented methods of Robotics integration with Pega platform. ✓ Independently explore newly released product features and document lessons learned to share with the team. ✓ Demonstrate leadership ability to back decisions with research and the “why”, and articulate several options, the pros and cons for each, and a recommendation.	£1480	£920	£520
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Robotics Architect	✓ Architect efficient Robotics solutions by maximizing OOTB product capabilities and Pega platform. ✓ Consistently deliver and drive high quality implementation with minimal defects at the workstream or component level. ✓ Design and implement whole components with guidance. ✓ Design and execute unit testing as part of assigned deliverables with proactive identification and testing of exception scenarios and automation performance. ✓ Provide continuous proactive update to project leaders on delivery progress at the workstream or component level. ✓ Engage in whiteboard sessions for clients outlining design information. ✓ Understand and implement documented methods of Robotics integration with Pega platform. ✓ With support explore newly released product features.	£1160	£760	£360
Service Design Director	✓ Influence and drive organizational change through human-centric design principles ✓ Demonstrate enterprise-level understanding of the technical, design, and business landscape ✓ Advise and collaborate with enterprise COE on integration of Design Thinking throughout the broader organization ✓ Establish ways of working and strategic direction using human-centric and design thinking approaches to fit the desired outcome and composition of the delivery team ✓ Think holistically in the context of service and product ecosystems, whether digital or physical ✓ Plan and facilitate a co-creative Design process to narrow down a high-ambiguity, high-complexity problem space; identify challenges relevant for Design Thinking workshops ✓ Establish OKRs in collaboration with client ✓ Inspire and lead clients, partners, and delivery teams to foster a true innovative mindset ✓ Analyse market and technology trends and consumer behaviours	£1880	NA	NA

Lead Experience Designer	✓ Evaluate research available at project outset, mitigate gaps with a plan to conduct research in a timely manner, coordinating resources as needed ✓ Challenge situations in which the user's needs are not being considered as the starting point ✓ Facilitate Design Thinking sessions throughout the engagement to get to the heart of the user's journey and uncover what truly needs to be addressed ✓ Co-lead the transition from Design Sprint to Delivery backlog ✓ Stay informed on emerging technologies, trends, and techniques, both Pega and external	£1800	£920	NA
Senior Experience Designer	✓ Engage in research efforts to understand people's needs, frustrations, and motivations; translate findings to relevant business and experience insights ✓ Collaborate with relevant stakeholders to detail the user experience through artifacts such as empathy mapping, personas, and journey maps ✓ Distil complex ideas in a manner easy for others to grasp via storyboards, wireframes, and interactive prototypes ✓ Verify concepts through rapid prototyping and user testing	£1480	NA	NA
Lead Front End Developer	✓ Establish overall UI strategy at the COE level throughout organization ✓ Translate technology trends, client requests, and technical product requirements into clearly defined UI specifications ✓ Superior communication skills; ability to create buy-in and communicate cross-functionally both with team and upper management ✓ Lead team of UI developers across broad, multi-team engagements ✓ Oversee creation of reusable tools and assets to assist with delivery standardization	£1800	£1080	£760

Senior Front End Developer	✓ Hands-on configuration of Pega UI, branding guidelines, and custom requirements ✓ Expertise in critical topic areas including accessibility, multi-channel, mobile, performance, localization ✓ Collaborate with Pega XDs and external designers to create robust, scalable, and reusable design patterns ✓ Conduct in-depth UI implementation reviews ✓ Debug complex UI issues across browsers and devices ✓ Train and mentor client, partner, and external vendors on Pega UI best practices	£1480	£920	£680
Deployment Architect / Performance Architect / Technical Architect	✓ Expert consultancy on architecture, performance, capacity planning, system stability and disaster recovery ✓ Installation or assistance in the installation of Pega software ✓ Application Server and Database Server Tuning ✓ Pre-production and post-production health check of environments ✓ Supporting Performance Testing using Pegasystems best practices ✓ Responsible for liaising with the sizing team to ensure optimal infrastructure sizing advice is provided	£1480	NA	£1080

Subscription-Based Advisory Services

The following are offered as subscription-based fixed price services:

Programme Architect: Available as a fixed price subscription for a minimum 12-month term - £378,000 p.a.

Technical Account Manager: Available as a fixed price subscription for a minimum 12-month term: £154,550 p.a. for 50% FTE allocation; £281,000 p.a. for 100% allocation

Training

Alongside engaging Pega Consulting Services or delivery partners to support project implementation, Pega offers a comprehensive catalogue of training enabling our government clients to build their knowledge and skills. To reflect Pega's desire for customers to become self-sufficient in Pega software configuration and changes, on-line

self-study courses can be taken free of charge. Full details of all enablement and options can be found on Pega Academy <https://academy.pega.com/>.

Pricing

- Online Self-Study Training – Free
- Public Scheduled Training (delivered remotely): £540 per person per day
- Private Training (delivered at client's office* or remotely):
£2,400 per day for up to 6 people.
£3,000 per day for up to 9 people.
£3,600 per day for up to 12 people.

The following are two examples of our most common instructor-led training courses:

- Business Architect Essentials, 5 days - £2,700 per person for a public class seat or £12,000 for up to 6 people for a private on-site class.
- System Architect Essentials, 7 days - £3,780 per person for a public class seat or £16,800 for up to 6 people for a private on-site class.

ADDITIONAL PRICING INFORMATION

Consultant's Working Day

Fees are charged at an hourly rate based on an 8-hour working day being exclusive of travel and lunch.

Working Week

Monday to Friday excluding national holidays.

Office Hours

Typically 09:00 – 17:30 Monday to Friday. Working hours for offshore / nearshore resources may vary according to time zones and project needs and will be mutually agreed on a case by case basis.

Travel and Subsistence

There are a number of factors which may have a bearing on travel and subsistence costs. As such, the rates outlined above are exclusive of T&S and will be mutually agreed on a case by case basis.

VAT

Rates are exclusive of VAT.

Professional Indemnity Insurance

Professional indemnity is included in daily fee.

Factors Affecting Price

The pricing contained within this submission will cover the majority of service requests. However, due to the nature of client specific requirements and the need to create more tailored solutions and commercial proposals, there are a number of factors that can affect price. These will be discussed with customers if the need arises.

Enterprise style agreements and time limited discounts may be available subject to mutual agreement.

Prices may increase during agreed call-off contracts as per CCS guidelines, where such reviews have been agreed by both parties prior to the call-off contract award.

Alternative Options

Pega would be happy to discuss any variations to our standard service and corresponding pricing, based on any specific customer requirements. Pega will work collaboratively with customers to determine the right end-to-end solution and offer alternative pricing accordingly.



About Pega

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most. For more information, visit us at:

WWW.PEGA.COM